INTERNET TICKET PROCESSING

# ITIC

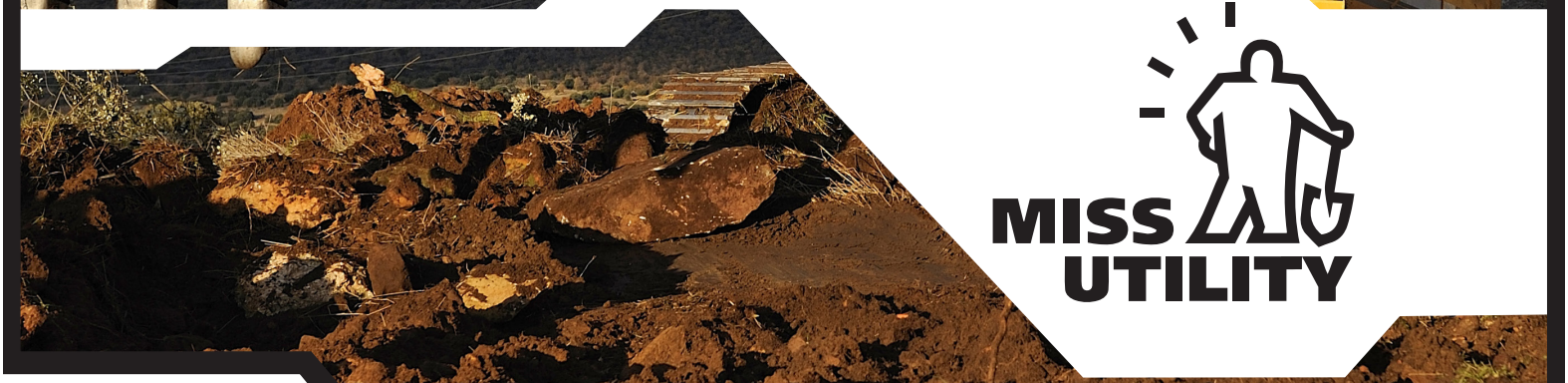
THIS MANUAL PERTAINS TO THE **WESTERN SHORE OF MARYLAND & WASHINGTON D.C.**

ONE CALL CONCEPTS
When safety is on the line.

MAPPING VERSION

# ITIC USER MANUAL

Your comprehensive guide for using ITIC to process Locate Requests on-line.



MISS UTILITY

UPDATED **JUNE 2014**

## WELCOME, USER!

Welcome to ITIC!

You will find a comprehensive step-by-step guide for processing your locate requests online in the following pages. We have included a detailed description of the innovative tools and features that have been added to this newly revised version of ITIC.

We have designed this manual to provide the knowledge required for the efficient submission of accurate ITIC locate requests. We've packed a lot of information into these pages, and have arranged it in a streamlined, user-friendly format. It is loaded with visual examples and helpful hints. We think it is best to read it from beginning to end before you start, but the design also facilitates quick references to specific subject matter.

**So, what are you waiting for? Let's get started!** And remember, our skilled operators are here to help. Assistance is available through the telephone, e-mail, and our newest feature, ITIC Live Help Chat! That's right, you can get live help while you are processing your locate requests! **See page 03 for details.**

* **An important word from the editor:** This document contains many color drawings, actual screenshots, and color-coded information. For best results, we recommend that this document be printed in **COLOR**

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INTERNET TICKET PROCESSING

## INTRODUCING ITIC LIVE HELP!

Keep getting an "**Incomplete Ticket**" notice? Need help setting up multiple accounts? Having difficulties describing your work area? **ITIC Live Help is here for you!**

ITIC Live Help is an interactive chat program created to assist ITIC users in real time.

ITIC Live Help has many benefits. Here are a few:

**Speed & Accessibility:** Access ITIC Live Help from the same ITIC page used to file the locate request, so you get help the moment you most need it. Our ITIC experts will assist you immediately while you continue working on your locate request. Many users prefer ITIC Live Help to waiting for a return call or email.

**Reduced Repetition:** ITIC Live Help is in a simple text format, which can easily be shared between several ITIC experts. There's no need to explain a problem to several representatives; if more than one ITIC expert assists you, they can quickly familiarize themself with your situation by reviewing the conversation.

**Easy Documentation:** With ITIC Live Help, you can easily copy, paste, and save the session for later reference. ITIC Live Help can even email a transcript of the conversation to you!

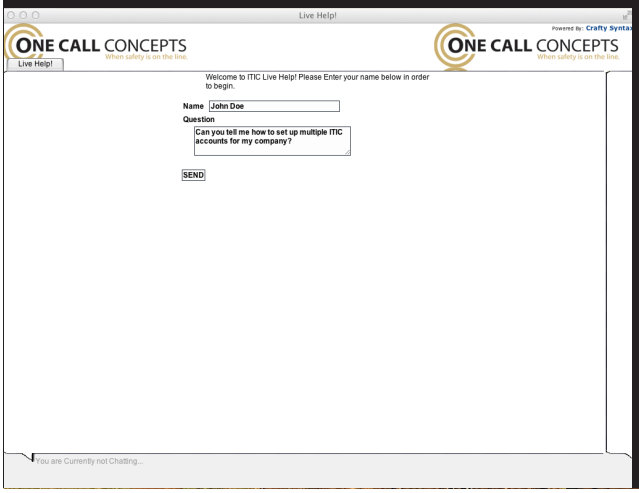
**Education & Training:** The more you correspond with our ITIC experts, the better you will become at filing locate requests online. As your ITIC skills grow, so will the number of your tickets that are released directly from review!

**ITIC Live Help** is available **Monday through Friday from 8am-5pm.**
If Live Help is not available, you may leave a message
and an **ITIC expert** will respond as soon as possible.

ONE CALL CONCEPTS
When safety is on the line.

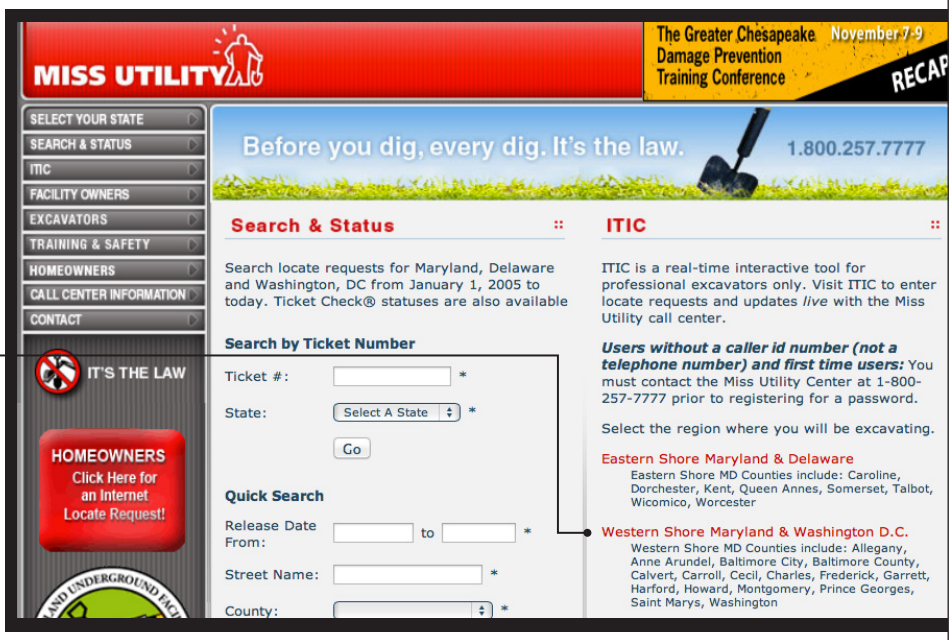
MISS UTILITY

## ITIC LIVE HELP

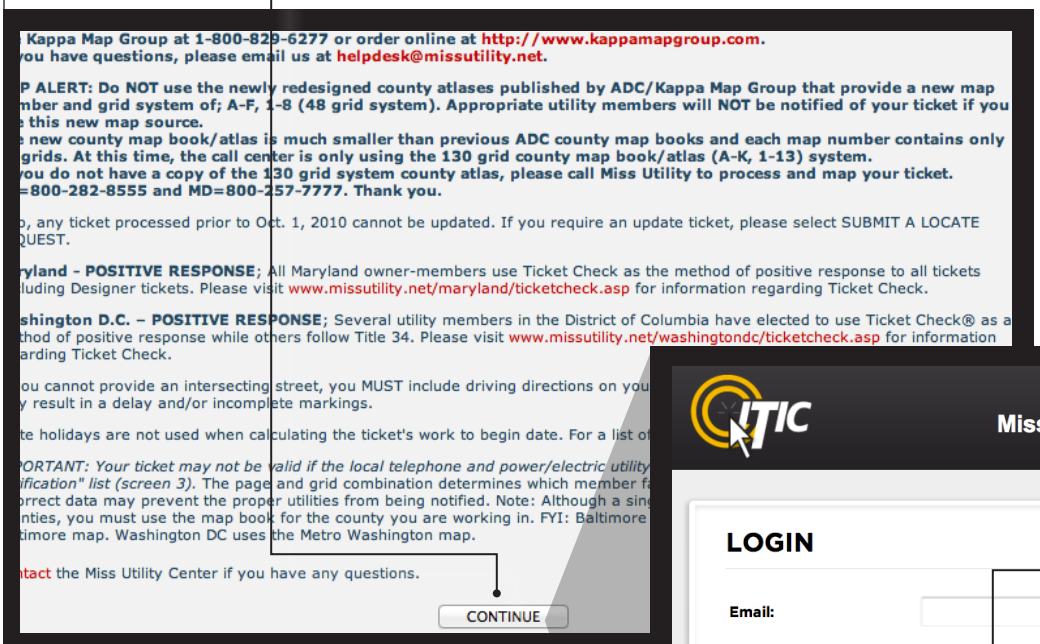

Live Help!
ONE CALL CONCEPTS
When safety is on the line.
Live Help!
Welcome to ITIC Live Help! Please Enter your name below in order to begin.
Name John Doe
Question
Can you tell me how to set up multiple ITIC accounts for my company?
SEND
You are Currently not Chatting...

## READY

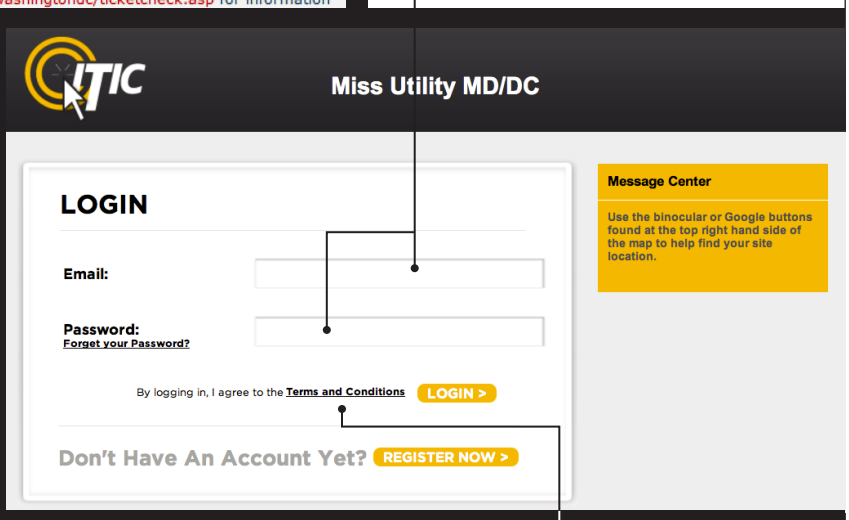
First, navigate to the Miss Utility home page (www.missutility.net). Then click the link labeled "Western Shore Maryland & Washington D.C."


MISS UTILITY
The Greater Chesapeake Damage Prevention Training Conference
November 7-9
RECAP
SELECT YOUR STATE
SEARCH & STATUS
ITIC
FACILITY OWNERS
EXCAVATORS
TRAINING & SAFETY
HOMEOWNERS
CALL CENTER INFORMATION
CONTACT
IT'S THE LAW
HOMEOWNERS
Click Here for an Internet Locate Request!
Before you dig, every dig. It's the law.
1.800.257.7777
Search & Status
Search locate requests for Maryland, Delaware and Washington, DC from January 1, 2005 to today. Ticket Check® statuses are also available
Search by Ticket Number
Ticket #:
State:
Select A State
Go
Quick Search
Release Date From:
to
Street Name:
County:
ITIC
ITIC is a real-time interactive tool for professional excavators only. Visit ITIC to enter locate requests and updates live with the Miss Utility call center.
Users without a caller id number (not a telephone number) and first time users: You must contact the Miss Utility Center at 1-800-257-7777 prior to registering for a password.
Select the region where you will be excavating.
Eastern Shore Maryland & Delaware
Eastern Shore MD Counties include: Caroline, Dorchester, Kent, Queen Annes, Somerset, Talbot, Wicomico, Worcester
Western Shore Maryland & Washington D.C.
Western Shore MD Counties include: Allegany, Anne Arundel, Baltimore City, Baltimore County, Calvert, Carroll, Cecil, Charles, Frederick, Garrett, Harford, Howard, Montgomery, Prince Georges, Saint Marys, Washington

After reviewing the announcements on the **ITIC News** page, scroll to the bottom of the page and click the **Continue** button.


Kappa Map Group at 1-800-829-6277 or order online at http://www.kappamapgroup.com.
you have questions, please email us at helpdesk@missutility.net.
P ALERT: Do NOT use the newly redesigned county atlases published by ADC/Kappa Map Group that provide a new map mber and grid system of; A-F, 1-8 (48 grid system). Appropriate utility members will NOT be notified of your ticket if you this new map source.
new county map book/atlas is much smaller than previous ADC county map books and each map number contains only grids. At this time, the call center is only using the 130 grid county map book/atlas (A-K, 1-13) system.
you do not have a copy of the 130 grid system county atlas, please call Miss Utility to process and map your ticket.
=800-282-8555 and MD=800-257-7777. Thank you.
, any ticket processed prior to Oct. 1, 2010 cannot be updated. If you require an update ticket, please select SUBMIT A LOCATE QUEST.
ryland - POSITIVE RESPONSE; All Maryland owner-members use Ticket Check as the method of positive response to all tickets luding Designer tickets. Please visit www.missutility.net/maryland/ticketcheck.asp for information regarding Ticket Check.
shington D.C. – POSITIVE RESPONSE; Several utility members in the District of Columbia have elected to use Ticket Check® as a thod of positive response while others follow Title 34. Please visit www.missutility.net/washingtondc/ticketcheck.asp for information arding Ticket Check.
ou cannot provide an intersecting street, you MUST include driving directions on you result in a delay and/or incomplete markings.
te holidays are not used when calculating the ticket's work to begin date. For a list of
PORTANT: Your ticket may not be valid if the local telephone and power/electric utility ification" list (screen 3). The page and grid combination determines which member f rrect data may prevent the proper utilities from being notified. Note: Although a sing nties, you must use the map book for the county you are working in. FYI: Baltimore timore map. Washington DC uses the Metro Washington map.
ntact the Miss Utility Center if you have any questions.
CONTINUE

Enter your email address and password then click **"Login."** If you have forgotten your password, click **"Forget your Password?"** and we will email it to you.


ITIC
Miss Utility MD/DC
LOGIN
Email:
Password:
Forget your Password?
By logging in, I agree to the Terms and Conditions
LOGIN >
Don't Have An Account Yet?
REGISTER NOW >
Message Center
Use the binocular or Google buttons found at the top right hand side of the map to help find your site location.

FYI

By logging in, you agree to the Terms and Conditions. You can read the full text by clicking the "Terms and Conditions" link.

# SUBMIT A LOCATE REQUEST



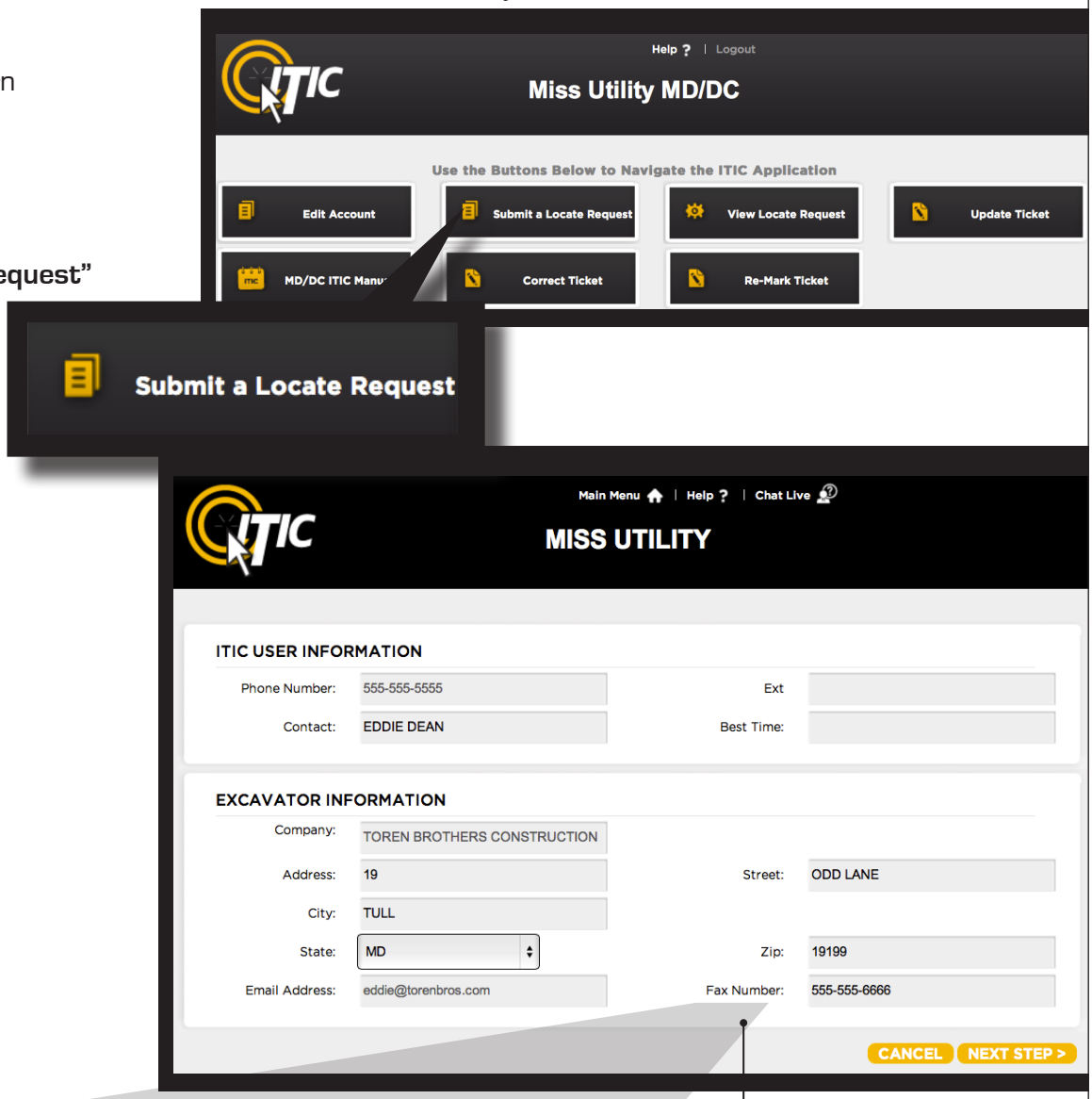
The **ITIC Main Menu** appears upon login.

## GET SET

In this section you will learn to prepare **STANDARD** locate requests.

## GO!

Click **"Submit a Locate Request"**




## NEED HELP?

Click on the 'Chat Live' icon at the top of any page to chat with an ITIC operator while you are processing your locate requests.

**Hours:**
**Mon - Fri 8a - 5p**

Each field has a **pop-up help box** listing the field definition/requirement. Activate pop-ups by **clicking on the field titles.**

**FYI**

The ITIC system will not allow you to enter special characters such as * \ ~ ' or ". %

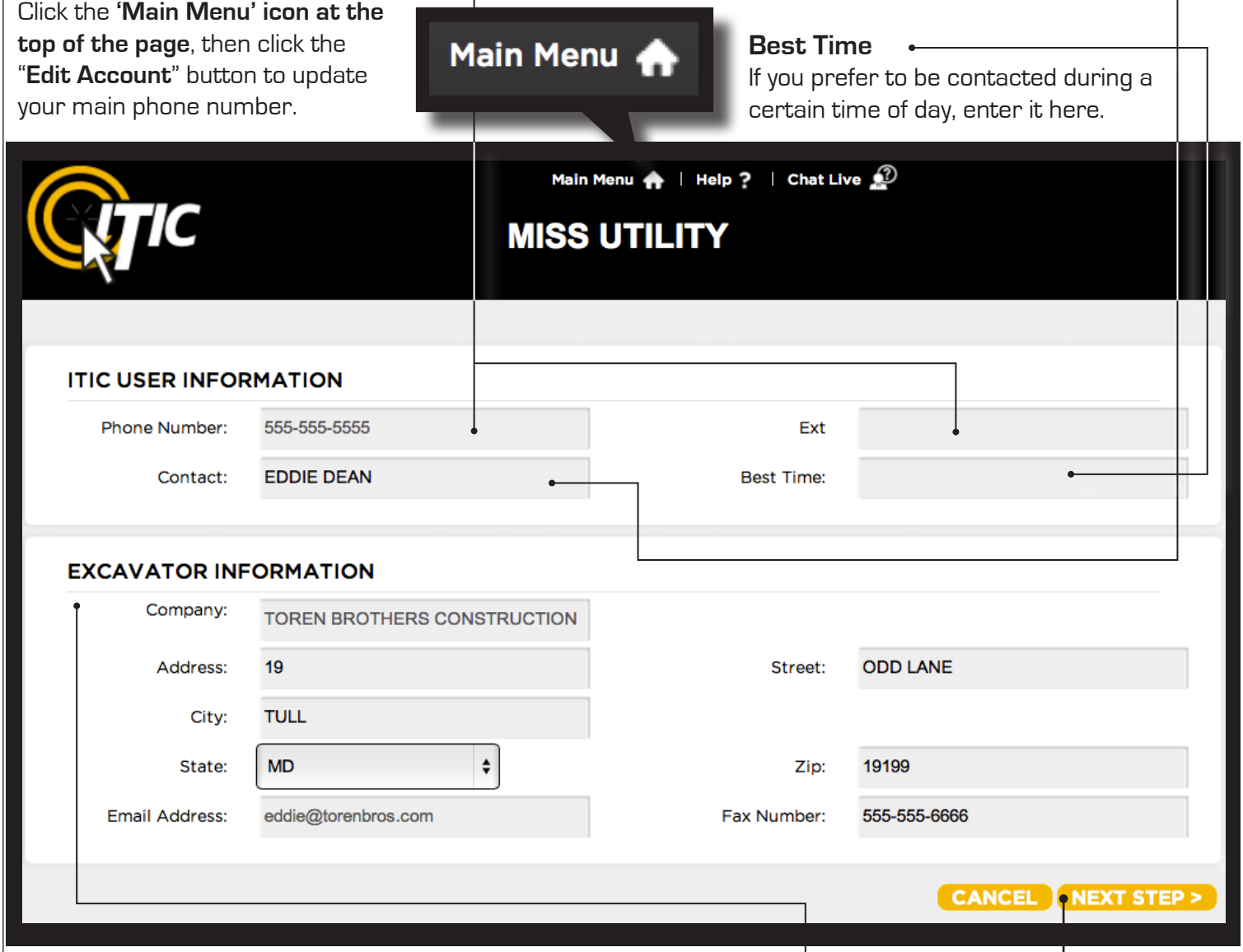
## ITIC USER INFORMATION

**Phone Number and Ext.**
These fields will auto-fill with the information associated with your login.

Click the **'Main Menu' icon at the top of the page**, then click the "**Edit Account**" button to update your main phone number.

**Contact**
Enter **YOUR** first and last name as the ITIC user entering the information.

**Best Time**
If you prefer to be contacted during a certain time of day, enter it here.




## EXCAVATOR INFORMATION

**This section will auto-fill with your company information.**
To update your company information, click the '**Main Menu**' icon at the top of the page, then click the "**Edit Account**" button to make changes.

FYI

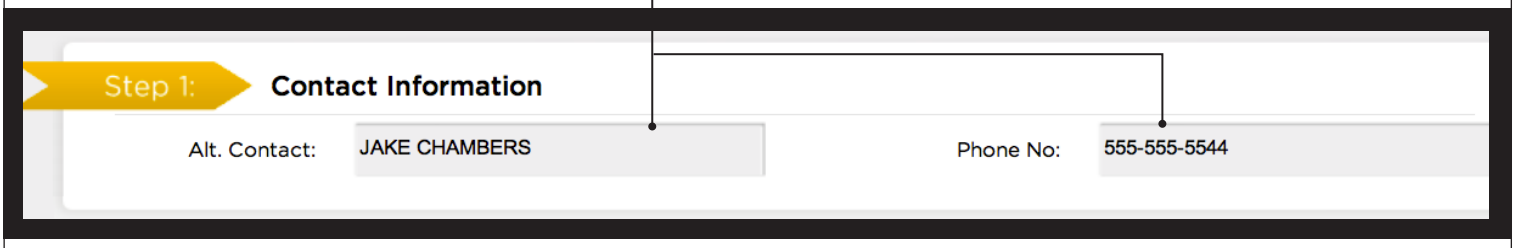
**IMPORTANT!** Do not use the 'BACK' or 'FORWARD' buttons of your web browser (Internet Explorer, Firefox, Safari, etc...). Any information already entered will be DELETED. Please use the buttons at the bottom of the form.

## STEP 1: Alternate Contact Information

**Alternate Contact and Alternate Phone**

Enter the name and cell phone number of another person involved with the excavation. If there is an on-site contact, enter their name here. Use a specific person's name; dispatch, operator, anyone or unknown are not acceptable entries. [The utilities will contact this person if additional information about the site is needed.] **If there is no alternate contact, enter "Same" in the Alt. Contact field.**

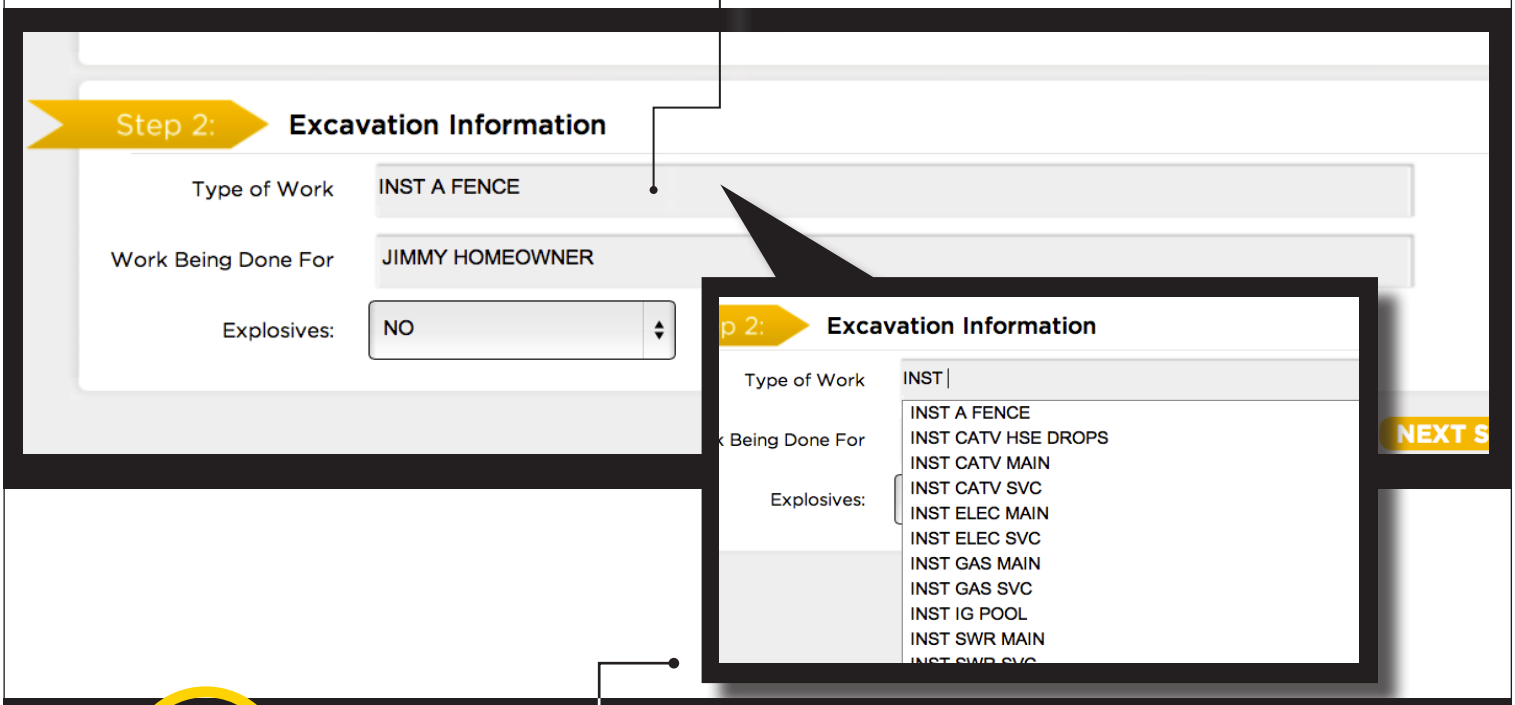
**NOTE:** See **PROFILES** section (page 09) to **auto-fill** your routinely used information




## STEP 2: Excavation Information

**Type of Work**

Enter the specific type of work to be performed. Field locators need to know the specific reason for excavation rather than the work method. Do **not** use the words 'Emergency' or 'Dig'. **Examples**: Inst a Fence, Inst Gas Main, Inst Wtr Service, Planting Trees & Shrubs..."



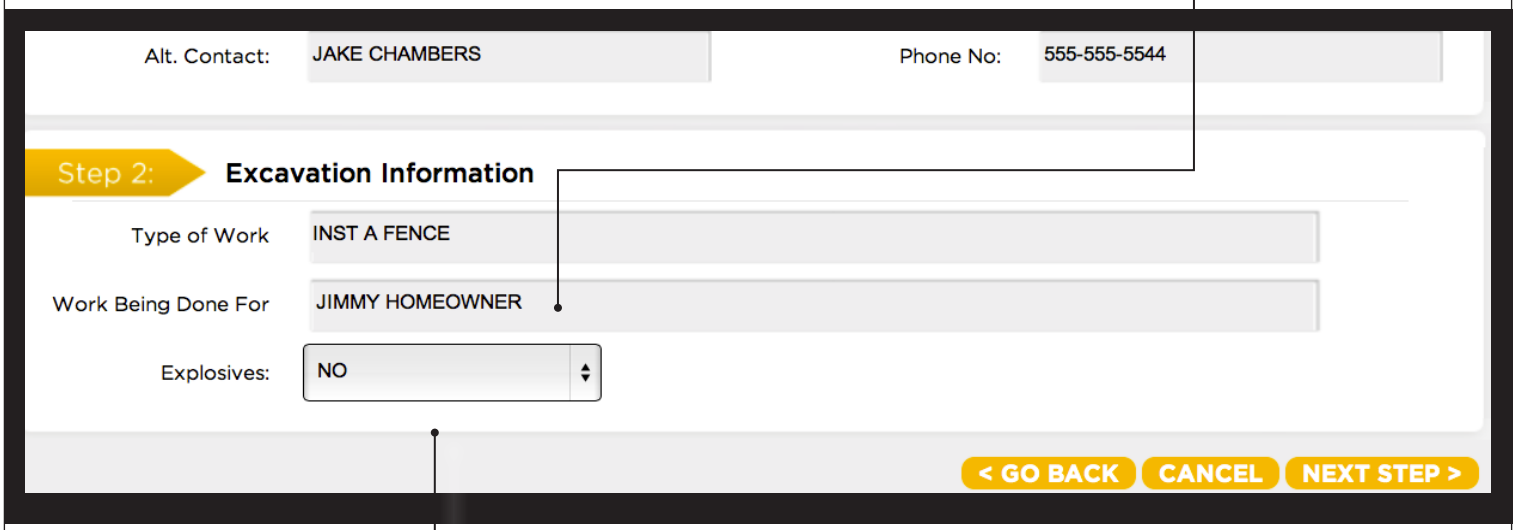

FYI

Use keyword searches! Type keywords (inst, gas, main, etc.) to generate a list of options.

## STEP 2: Excavation Information - Continued...

### Work Being Done For

Enter the name of the person, company, or organization the work is being done for.



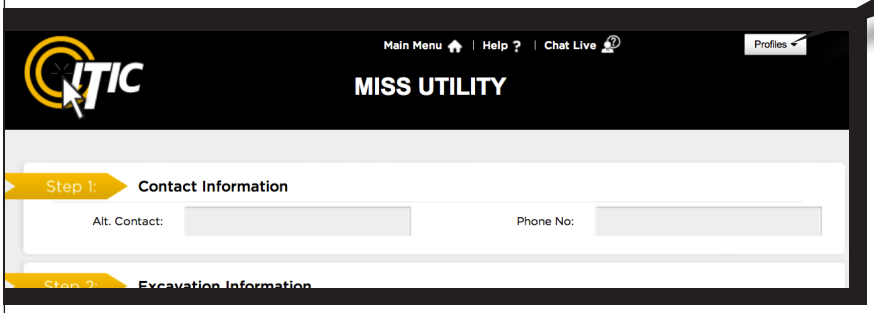

### Explosives

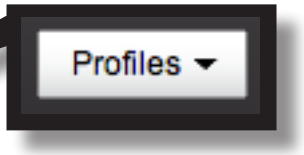
If you are using explosives during excavation select YES, otherwise, select NO.

**IMPORTANT!** Do not use the 'BACK' or 'FORWARD' buttons of your web browser (Internet Explorer, Firefox, Safari, etc...). Any information already entered will be DELETED. Please use the buttons at the bottom of the form.

## PROFILES

Profiles are used to **auto-fill** specific fields with your routinely used information. Utilizing the 'Profiles' feature will enable ITIC to 'remember' your information - **saving you time** in the Locate Request process.




Profiles are located at the top of the **second page** of the locate request form.

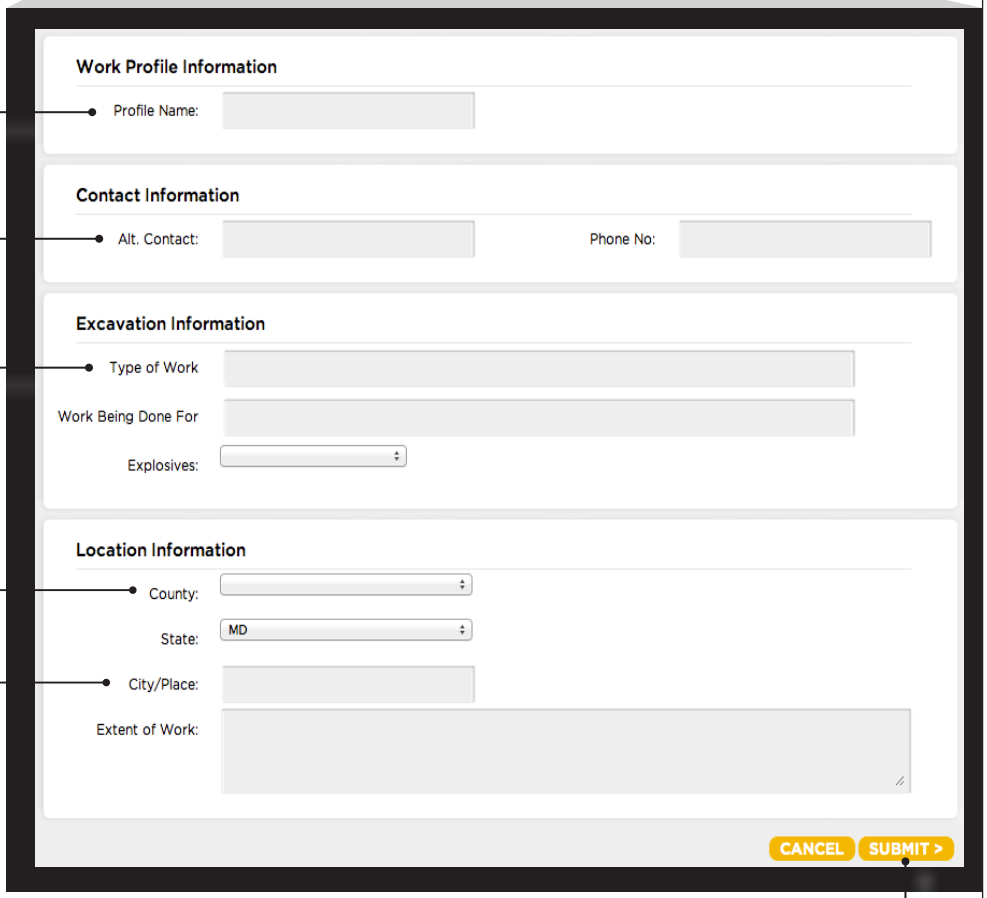
### Create Job Profile

Click the profile drop-down and select **CREATE JOB PROFILE** to create a profile.

**Create a name or title for the profile.** The title will appear in the profile drop-down menu for selection.

You can create profiles for a **specific foreman/contact**, a common **type of work, marking instructions, etc.**

You can also create profiles for specific **counties** or **cities** that you work in.

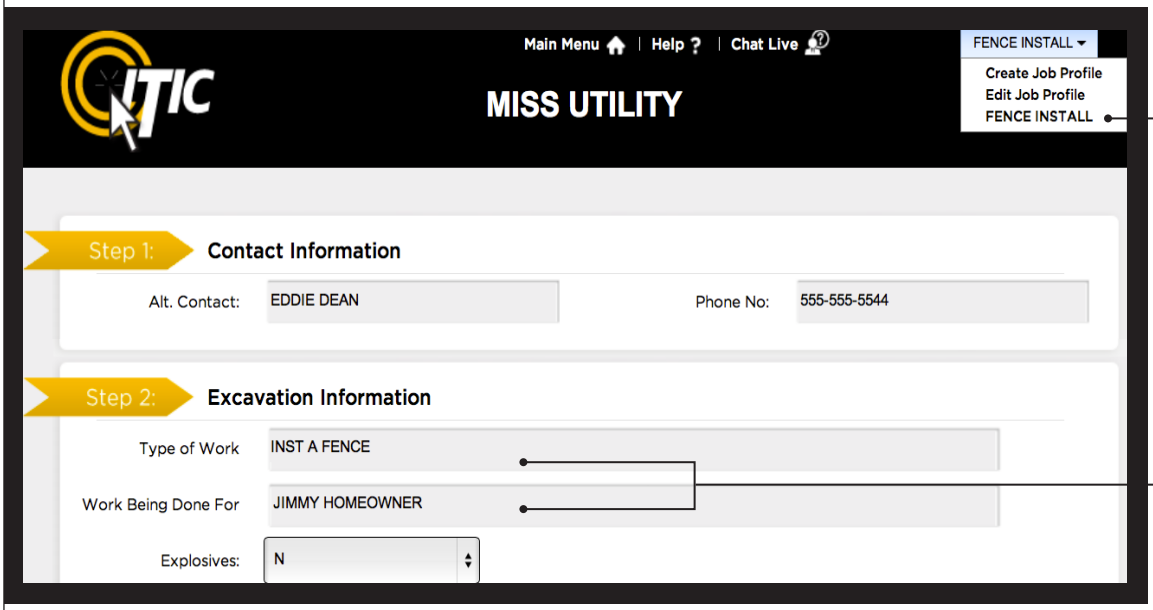



**ALL FIELDS ARE OPTIONAL**

Click **SUBMIT** when complete.

## PROFILES - Continued

The title of the profile will appear in the drop-down menu once you have submitted it. The new profile can now be used when preparing a locate request. The fields on the locate request form will auto-fill with the information you entered for that specific profile when you choose it from the drop-down list.




**NEED HELP?**

Click on the 'Chat Live' icon at the top of any page to chat with an ITIC operator while you are processing your locate requests.

**Hours:**
**Mon - Fri 8a - 5p**

### Edit & Delete

To edit or delete an existing profile, select **EDIT JOB PROFILE** from the "Profiles" drop-down.

### Edit

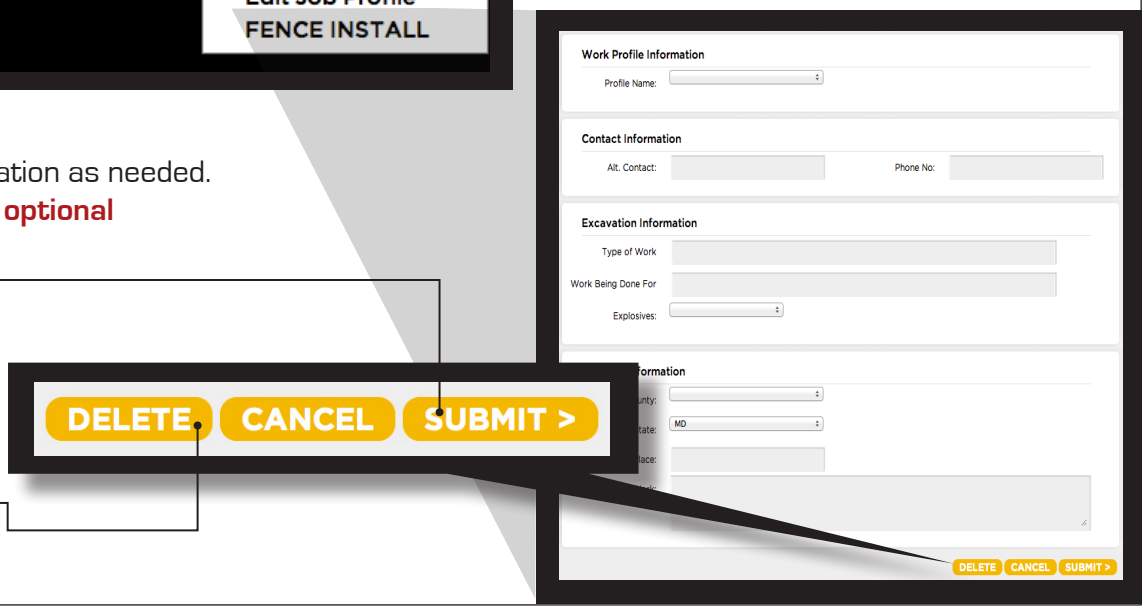
Add or change any information as needed.
Remember - **All fields are optional**

### Submit

Click **SUBMIT** to save changes/additions

### Delete

Click **DELETE** to delete the selected profile

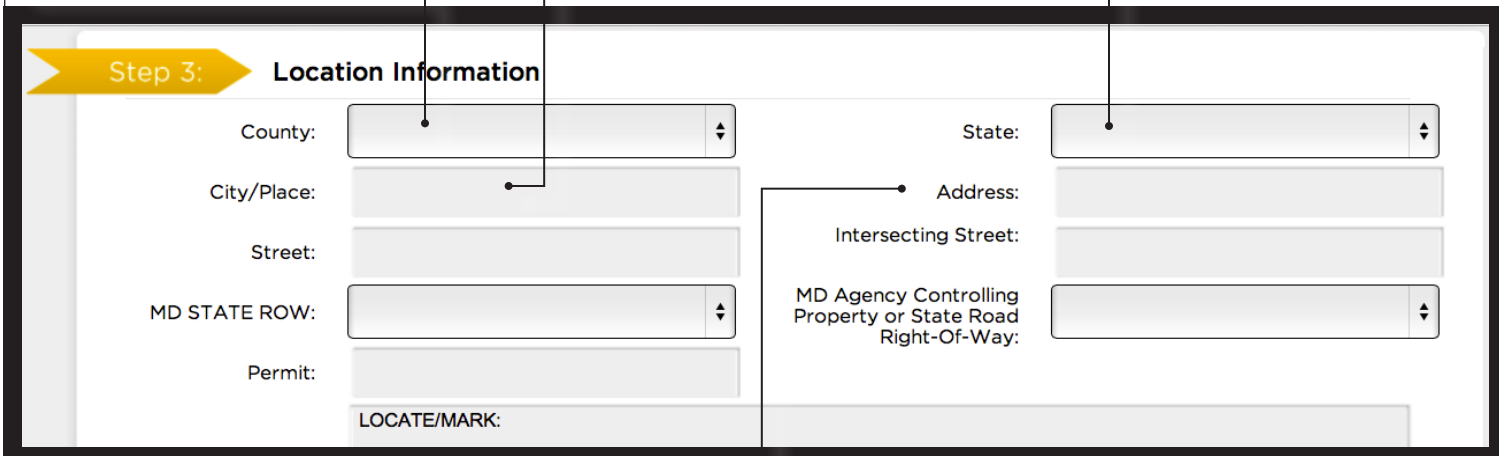


## STEP 3: Location Information

**County**
Choose the county in which all of the work will take place. **Complete a separate ticket if the work extends into another county.**

**City/Place**
Enter the name of the city or place where the work is taking place. If work is taking place outside of city limits, enter the name of the nearest city to where the work is taking place.

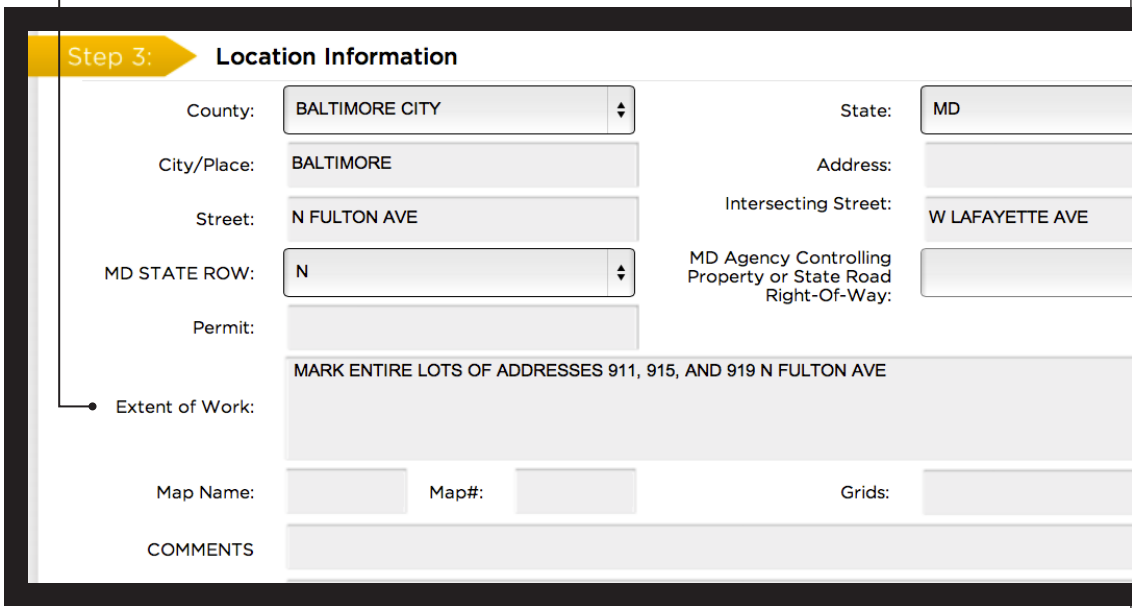
**State**
This menu will auto-fill with the appropriate state based on the County you have selected.




**Address**
Enter the number of the address where the work will take place. Lot, building, PO box or rural route numbers are not addresses and should not be used. If there is no physical address, leave this field blank.

**NOTE: Be sure to choose the city physically closest to the worksite. This will not necessarily be the same city as the mailing address.**

**NOTE: If the work area involves multiple addresses, leave this field blank, and reference the addresses in the Extent of Work field.**




**NEED HELP?**

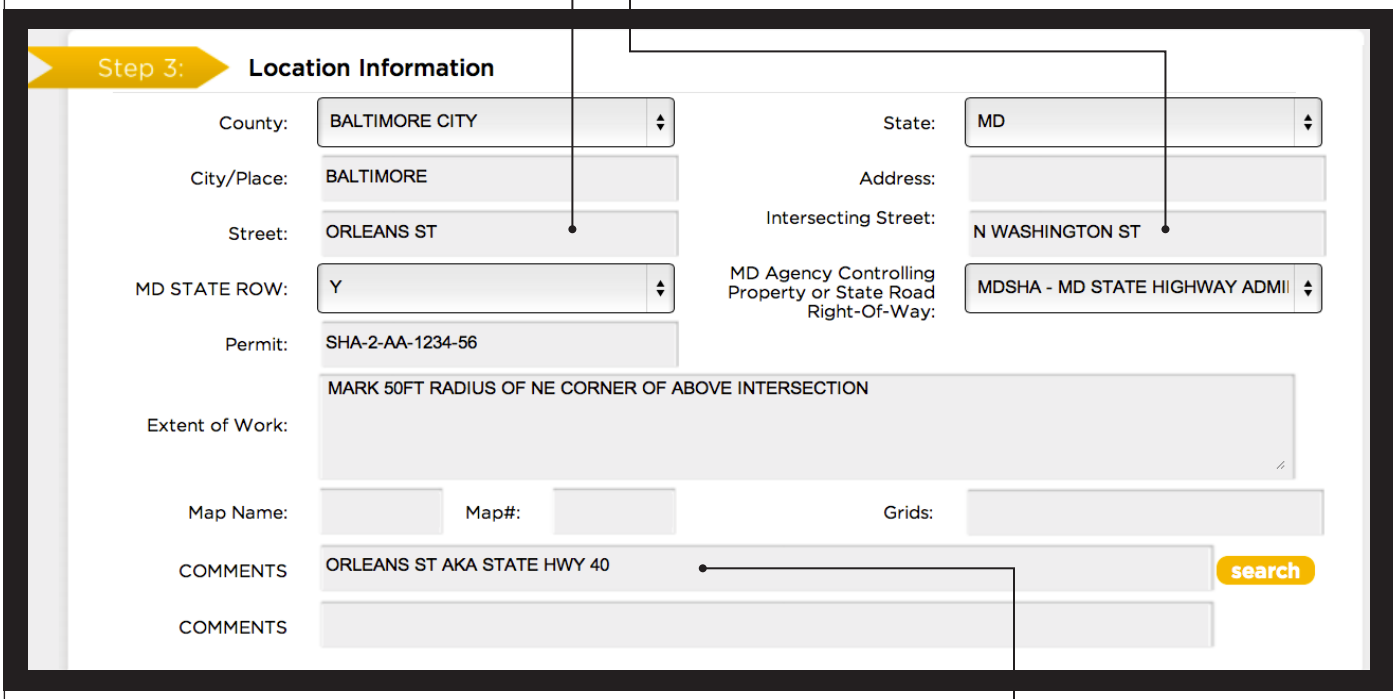
Click on the 'Chat Live' icon at the top of any page to chat with an ITIC operator while you are processing your locate requests.

**Hours:**
**Mon - Fri 8a - 5p**

## STEP 3: Location Information - Continued

**Street**
Enter the street name associated with the address. If there is no address, enter the name of the street in which the digging will take place on or along.

**Intersecting Street**
Enter the name of the intersecting street closest to where the work will take place. The closest intersecting street may not necessarily be a major intersection. Be sure to enter a **street name** in this field.




## ADDRESS TIP

### Use keyword searches!

Start typing in the Street name (ex. 'ca') to generate a list of street name options. Select from the **drop-down lists** whenever possible but **only** if correct. This works for **both** street fields!

## REMEMBER

**Do not list multiple street names in a single street field.**

**If you would like to list nearby major intersections, reference them in the Extent of Work or Comments field.**

## ADDRESS / LOCATION DESCRIPTION TIPS

### Unnamed Street

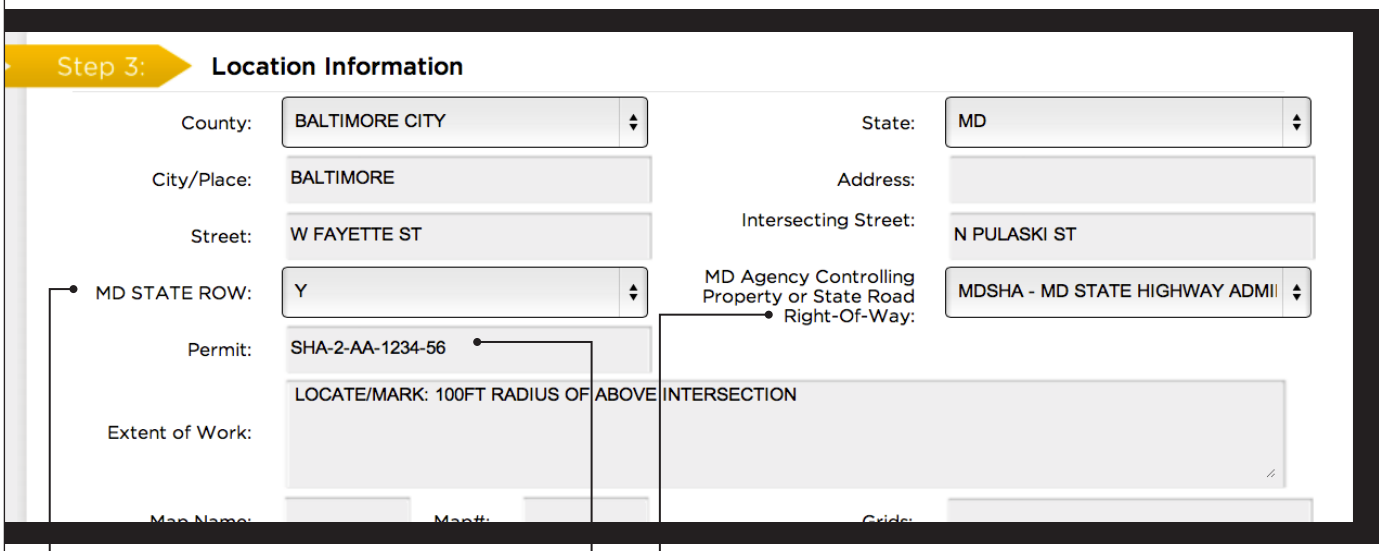
Enter the appropriate description in the **Street Name** field if the street does not have a "proper" name (i.e. unnamed county road, hwy 71 west bound exit ramp, alley, RR tracks). **Give driving directions to the site when doing so. Format the driving directions by referring to an intersection of 2 named roads in the Extent of Work field.**

**For Instance:**
In the Extent of Work, enter **"From Elm Ave go N on Main St approx 400ft to unnamed road, go w on unnamed rd approx 350ft to vacant lot on n side of rd."**

### Multiple Names for Street

If the street has more than one name, enter only one of the names in the appropriate street field. List any **additional** names ("also known as," or "AKA") in the **Extent of Work field**.

**For Instance:**
In the Extent of Work, enter **Main St / Us Hwy 14** - This information should be entered as **'Main St aka Us Hwy 14'**




### MD State Right of Way

If your work extends into MDOT property or right-of-way, select Yes. Otherwise, select No.

### Permit

If your work extends into MD DOT property or right-of-way, enter the MDOT permit number you have been issued here.

### MD Agency Controlling Property or State Road Right-Of-Way

If your work extends into MDOT property or right-of-way, select the MDOT agency who issued the permit for your work.

## Abbreviations

When entering the information in the street fields you can abbreviate the street modifiers and directional information. **For example: enter N Main St instead of North Main Street.**

**The following are the ONLY accepted abbreviations for street name modifiers.**

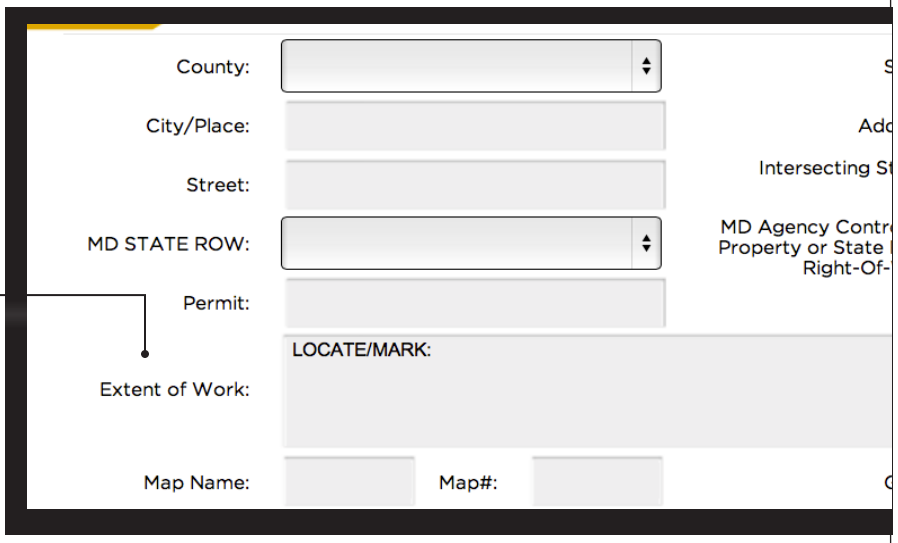
**Avenue – AVE**
**Boulevard – BLVD**
**Circle – CIR**
**Court – CT**
**Drive – DR**
**Highway – HWY**
**Interstate – I- (I-70)**
**Parkway – PKWY**
**Place – PL**
**Road – RD**
**Route – RT**
**Street – ST**
**Terrace – TER**
**Trail – TR**

## STEP 3: Location Information - Continued

### Extent of Work

Enter marking instructions and any driving directions in this field. Below are a few things to remember when formatting your instructions.

- All locate requests require **MARKING INSTRUCTIONS** in the **Extent of Work** field.
  - **Marking instructions** should be as complete and accurate as possible, so the utilities know where any excavation will be taking place.
  - **Marking instructions** must describe the entire area where the excavation will take place - **NOT what utilities need to be marked.**




**IMPORTANT:** Please provide driving directions from a known intersection any time the dig site does not have a numerical address or is not located at an intersection. **Driving directions** must include approximate distance and specific direction (N, S, E, W, NW, NE, SE, or SW). **Example -** "FROM MAIN ST GO N ON 1ST ST 1000FT, THEN LOCATE 20FT OUT ON W SIDE OF 1ST ST GOING N TO MONROE ST."

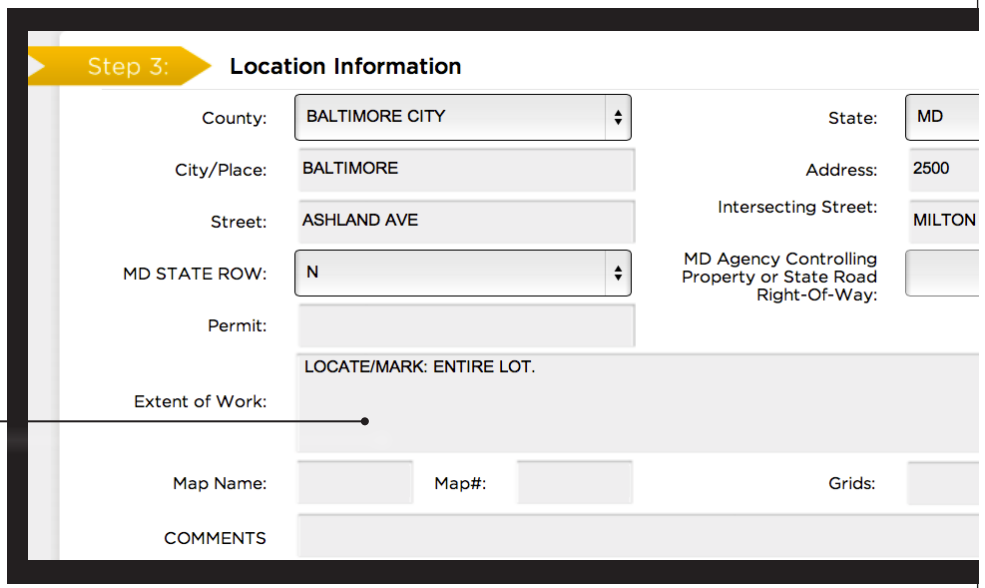
### Work Taking Place at an Address

Enter the address number in the address field, and the street associated with it in the street field.

**For example:**

- Mark entire front half of lot.
- Mark 10ft radius of house
- Mark from front corners of house to rear lot line, for width of lot

Be sure to clearly describe the entire extent of the work area.




**IMPORTANT! Please do not use ( ' ) or ( " ) for feet & inches as some printers can't print these characters. It's best to use feet, ft., foot, and inches or in.**

## STEP 3: Location Information - Continued

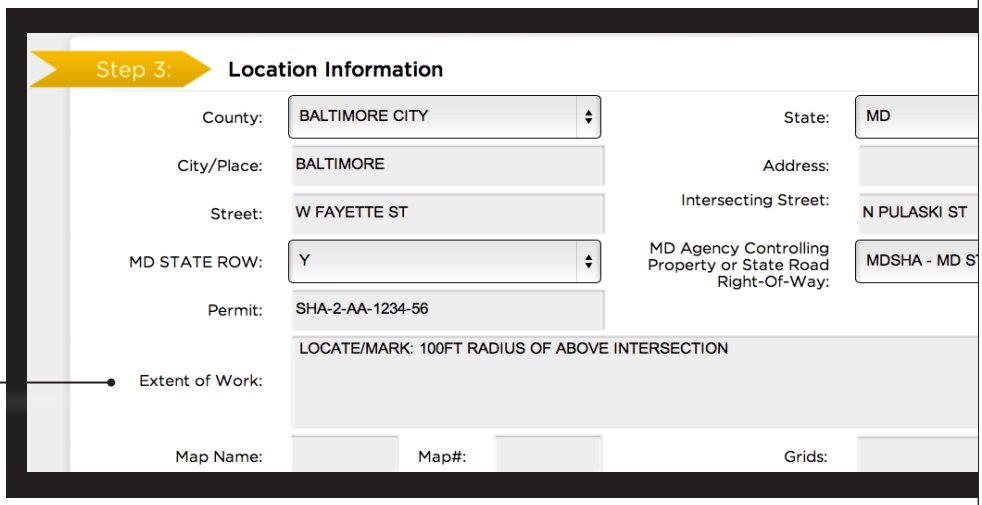
### Work Taking Place (or Starting) At an Intersection

If work begins at the intersection, no driving directions are required. Simply describe how far and in what direction(s) the work will take place.

**For example:**

- Mark 100ft radius of (above) intersection
- Mark a square area 25ft N and W from NW corner of above intersection
- Mark entire W rd right of way of Elm Ave going N from Main St for 250ft

Be sure to clearly describe the entire extent of the work area.




### Work Taking Place (or Starting) Away from an Intersection

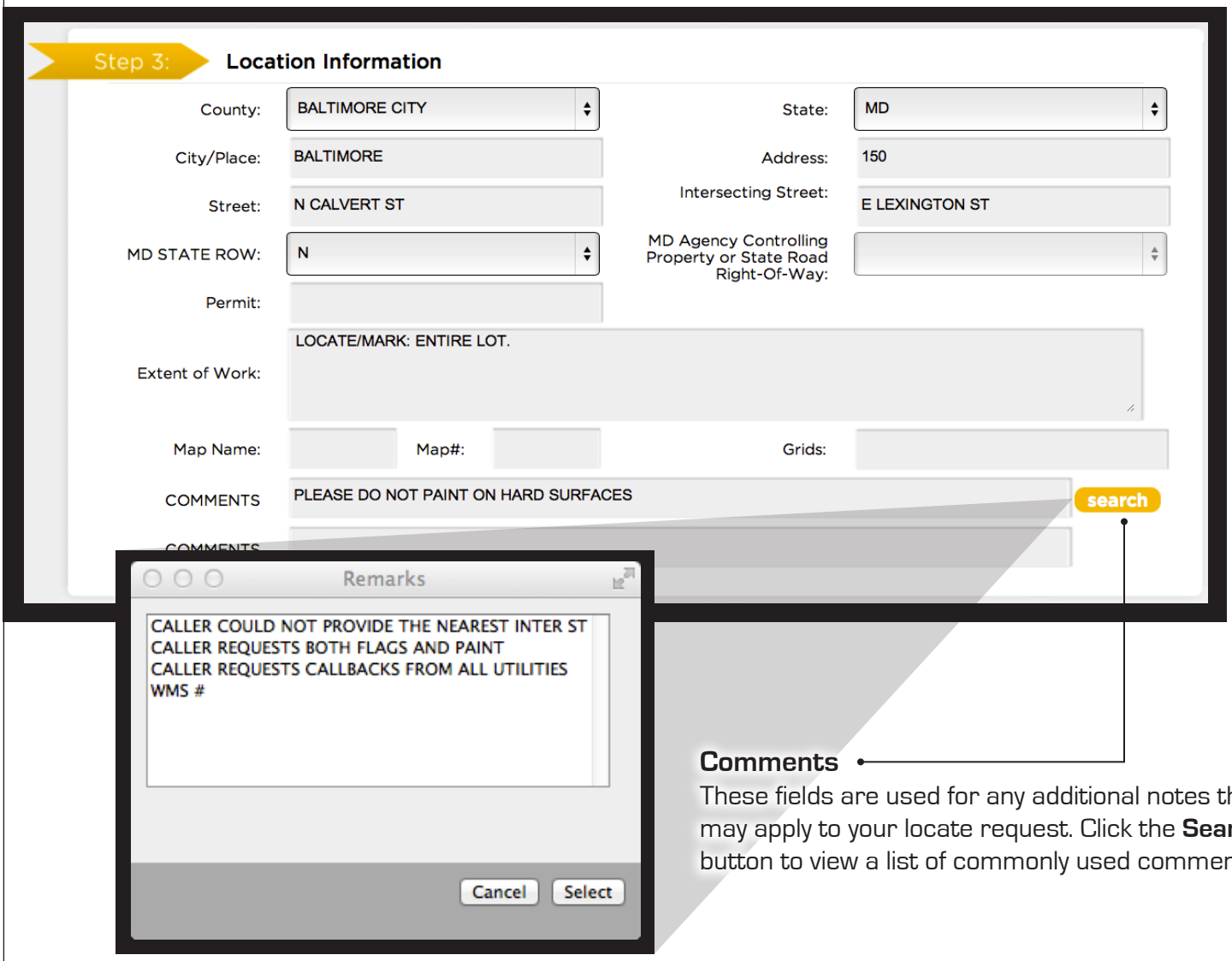
If work does not begin at the intersection, and is not taking place at an address, provide driving directions to the worksite from an intersection of two named roads. (This method may also be used if work is taking place at an address, but you do not have the address information).

**For example:**

- From Elm Ave go W on Main St approx 800ft to vacant lot on N side of rd. Mark entire vacant lot.
- From Jones Rd go N on Oak Ave 450ft. At that point, mark entire rd right of way of Oak Ave, going further N 250ft.
- From Main St go N on Elm Ave approx 500ft to unnamed rd, then go W on unnamed rd approx 250ft to white flag on N side of unnamed rd. Mark 10ft radius of white flag.

**Note:** Regardless of which of the method you use to describe your work area, be sure to enter the name of the rd that work is actually taking place on in the "Street" field. If work is taking place on an unnamed rd, list 'unnamed rd' in the street name field, and enter the nearest road to intersect the dig street ('unnamed rd') in the intersecting street field. In the last example, you would enter 'unnamed rd' in the Street Name field, and Elm Ave in the Intersecting Street field.

## STEP 3: Location Information - Continued




**Comments**

These fields are used for any additional notes that may apply to your locate request. Click the **Search** button to view a list of commonly used comments.

**IMPORTANT: Do not list marking instructions in the Remarks field. All marking instructions must be listed in the Extent of Work field.**

## STEP 4: MAP IT

### A Brief Introduction

In this section you will learn, in detail, how to use the mapping application to map out your entire area of excavation.

**REMINDER: Miss Utility members do NOT see the map. The map & polygon are used to determine which member utilities will receive the ticket.**

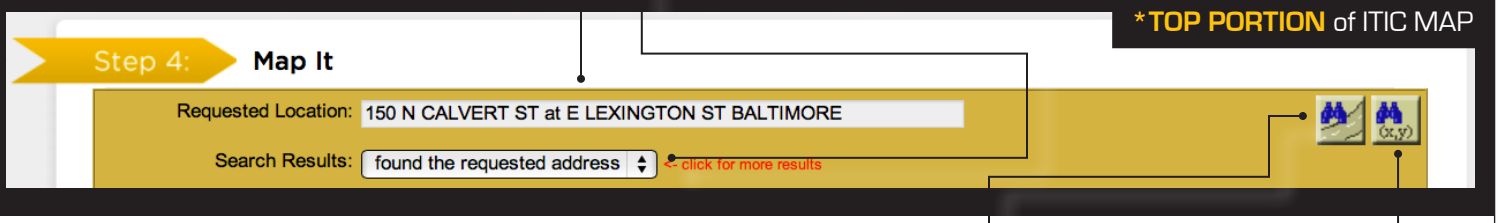
The map will automatically search by the address, intersection, or map grid provided once you have entered the required ticket information. If the location is found, it will be displayed in the center of the map. Otherwise, you may need to search manually for the correct area. **Once the correct area is found, you will need to encompass the entire area of excavation by selecting grids on the map. The area you select will determine the utilities to be notified.**

### THE MAP

**Requested Location**
This field will auto - fill the data entered from "Location Information".

**Search Results**
If ITIC finds one or more matches for your site, the options will be listed here. **Click the drop down list** to view all options and select the correct location. (Not seen in Google View)

*TOP PORTION of ITIC MAP




**Street/Address Search**
Use this button to manually search for a specific address, street, intersection, and/or city. (See page 21 for more details)

**Lat/Lon Search**
Use this button to manually search for Lat/Lon coordinates. (See page 22 for more details)

Changing the information in the Street/Address Search box **WILL NOT** change the information entered in the Location Information fields. Make changes to Location Information fields separately.

## STEP 4: MAP IT - THE MAP Continued

### Directional Button

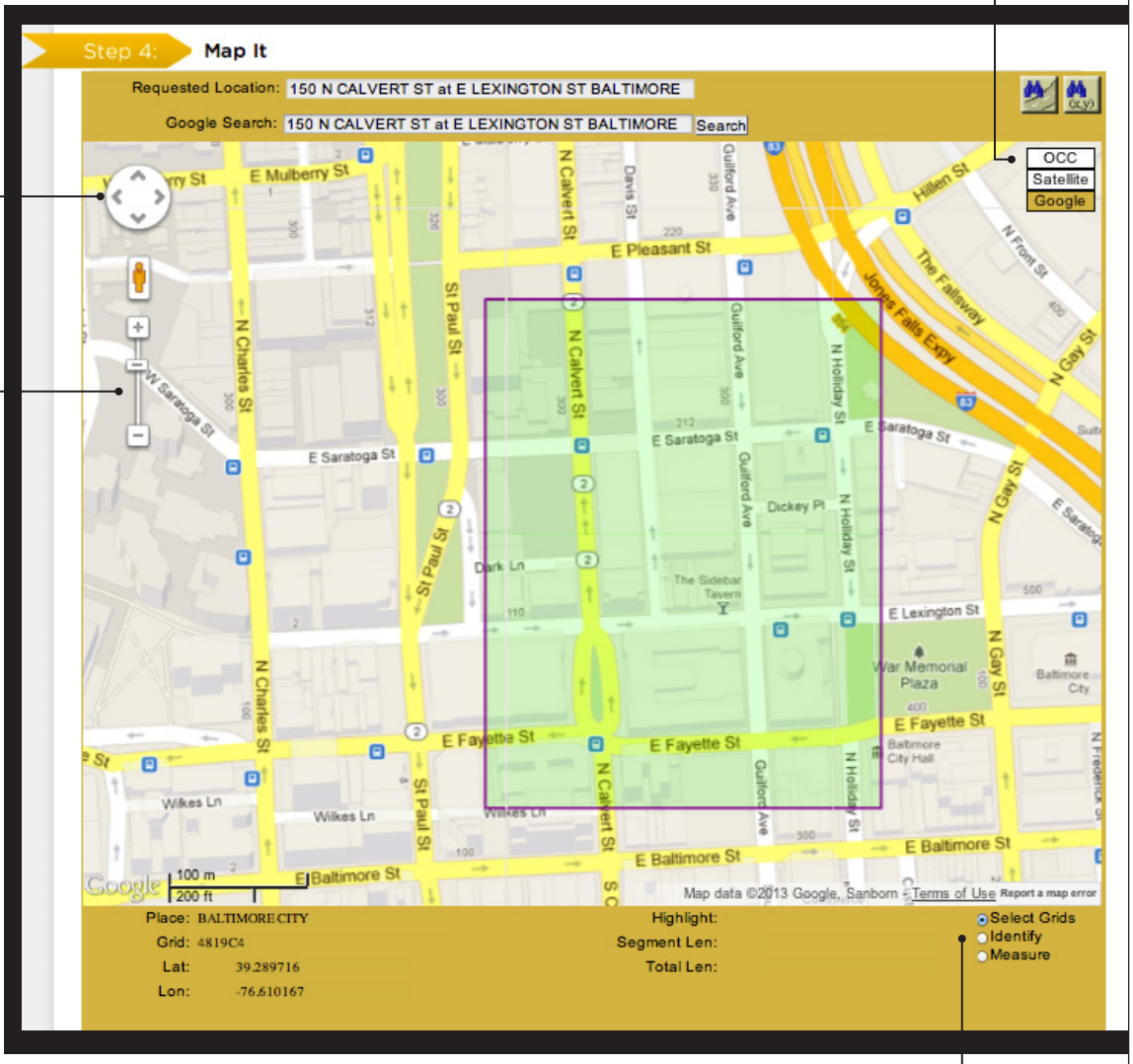
Click the directional button in the direction you would like the map to move.
[You can also "grab" and move the map by holding down the left mouse button.]

### Zoom 'In' & 'Out' Bar

**Zoom in** for more detail by clicking on the plus (+) sign or by dragging the marker up on the bar.
**Zoom out** for an increased overall view by clicking on the minus (-) sign or by dragging the marker down on the bar.
[You can also zoom in and out by using the middle rolling button on your mouse when your mouse point is on the map.]

### View

Change the image of the map to the **OCC map view** (pictured), **Satellite view** (See page 25 for example), or **Google map view**. (See page 23 for example)




### Select Grids

Use this function to select grids on the map and create an excavation polygon around your dig site.

### Identify

Use this function to identify roads, highways, rivers, creeks, etc., on the map that may not show a name. The name will appear in the bottom section of the map next to "Highlight." Zooming in on the map makes more names visible.

### Measure

Use this function to measure the distance between points on the map. Using this tool regularly ensures proper coverage of excavation areas and confirms distances along roads.

## STEP 4: MAP IT - Continued

### FINDING THE CORRECT LOCATION ON THE MAP

**Automatic Address Search**

If the system finds an exact match for the address provided (single address only), ITIC will zoom in and display the location in the center of the map (as shown below). Check the following to confirm the system has found the correct location:

- The street name is spelled correctly.
- The nearest intersecting street provided is the closest intersecting street to the jobsite.
- The city currently displayed is the same as the city provided.
- The Search Results drop down for multiple matching options.

**MAP: Automatic Address Search**

## STEP 4: MAP IT - FINDING THE CORRECT LOCATION ON THE MAP Continued

**Automatic Intersection Search**

If there is no address or the address was not found, ITIC automatically performs an intersection search. If the intersection is found, ITIC will zoom in and display the intersection in the center of the map (As shown below). Check the following to confirm the system has found the correct location:

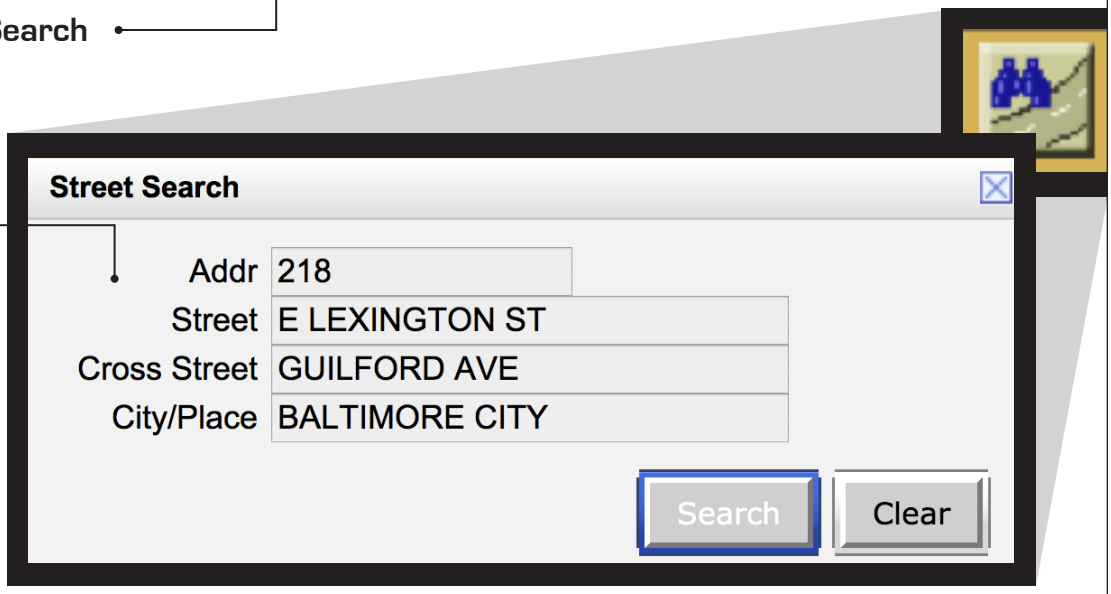
- The street names are spelled correctly.
- The nearest intersecting street provided is the closest intersecting street to the jobsite.
- The city currently displayed is the same as the city provided.
- The Search Results drop down for multiple matching options.

**MAP: Automatic Intersection Search**

## STEP 4: MAP IT - FINDING THE CORRECT LOCATION ON THE MAP Continued

**Manual Street/Address Search**
The map will center in the county listed on the ticket.

Use the **Street Search** feature to manually search for the area.




In the **Street Search box**, the fields default with the information entered in the Location Information. This information can be changed in order to search for different areas on the map. Changing this information does **NOT** change the information in the Location Information fields; it only changes your search criteria. You may enter a single street with the city, another intersection with the city, or just the city itself. **If the new data entered is found, it will be centered on the map.**

- If you are working on a street or road with "State", "County", or "Hwy" in the name, and it has an alternate name, **use the alternate name** to expedite the map search.
- If you have a number in the street name (hwy or county road) search only the **number.**

FYI

Changing the information in the Street/Address Search box **WILL NOT** change the information entered in the Location Information fields. Make changes to Location Information fields separately.

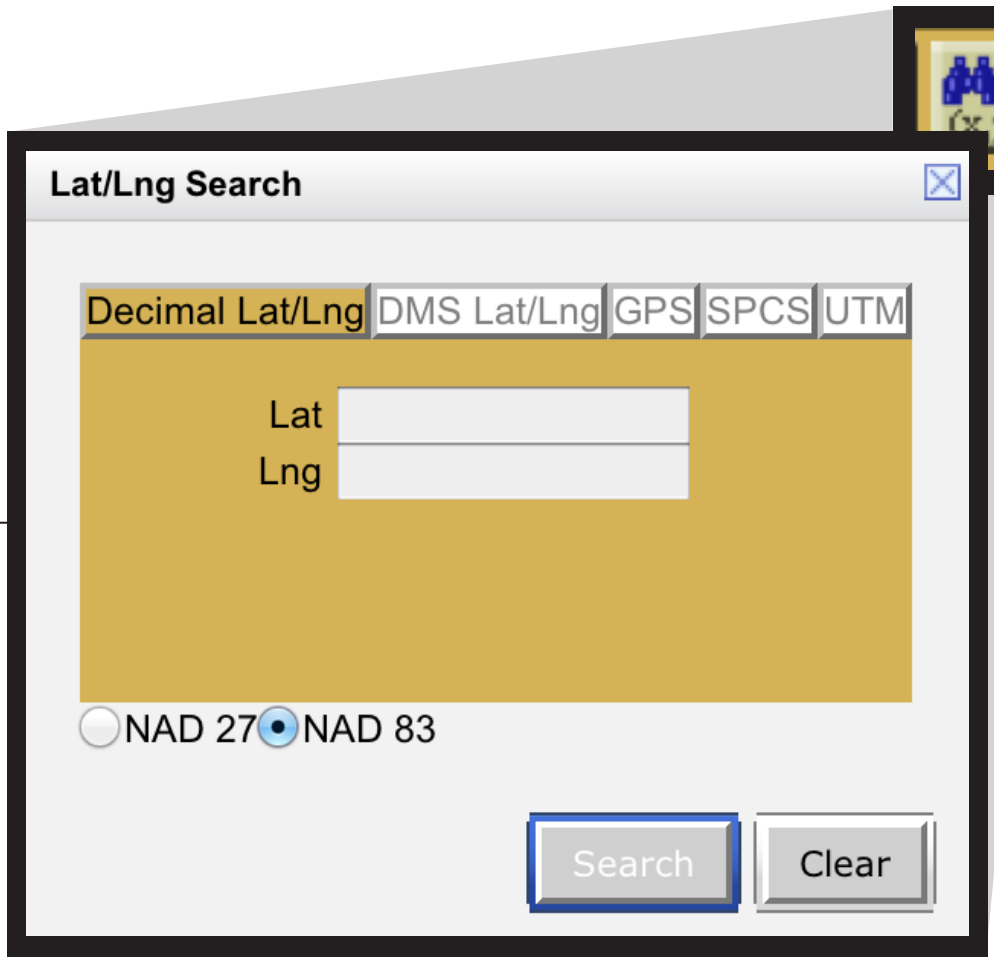
## STEP 4: MAP IT - FINDING THE CORRECT LOCATION ON THE MAP Continued

**Search by Latitude/Longitude**

ITIC will automatically search accurate coordinates provided on the ticket.

If you wish to do a manual Lat/Lon search **click the "Lat/Lon Search" button**.

Enter the coordinates in the correct format. The map will center the coordinates on the screen with a point if they are found within the **county** you have provided.



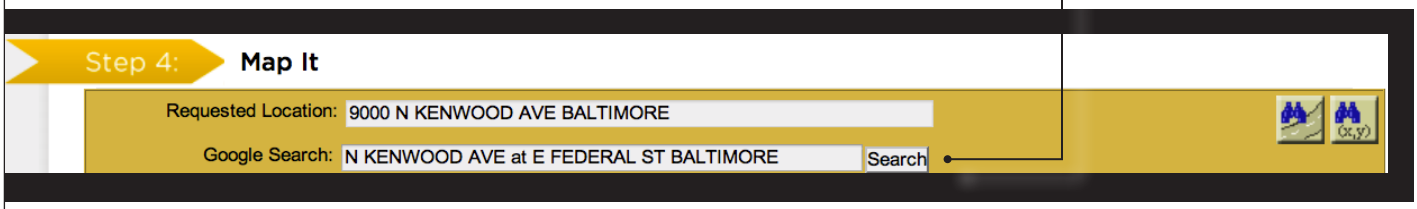
## STEP 4: MAP IT - FINDING THE CORRECT LOCATION ON THE MAP Continued

### Manual Google Map Search

If the location is not found automatically by ITIC, you may choose to search **Google**.
Click on the **Google button** to change the map view.

The **Search Results drop-down box** will be replaced with a **Google Search field**. The information in this field is copied from the Requested Location. Click the **search button** to the right of this field to search the location on the Google map.

To search a different intersection, remove the address, street and intersecting street, and leave the city. Then enter the new intersection preceding the city in the format shown below:

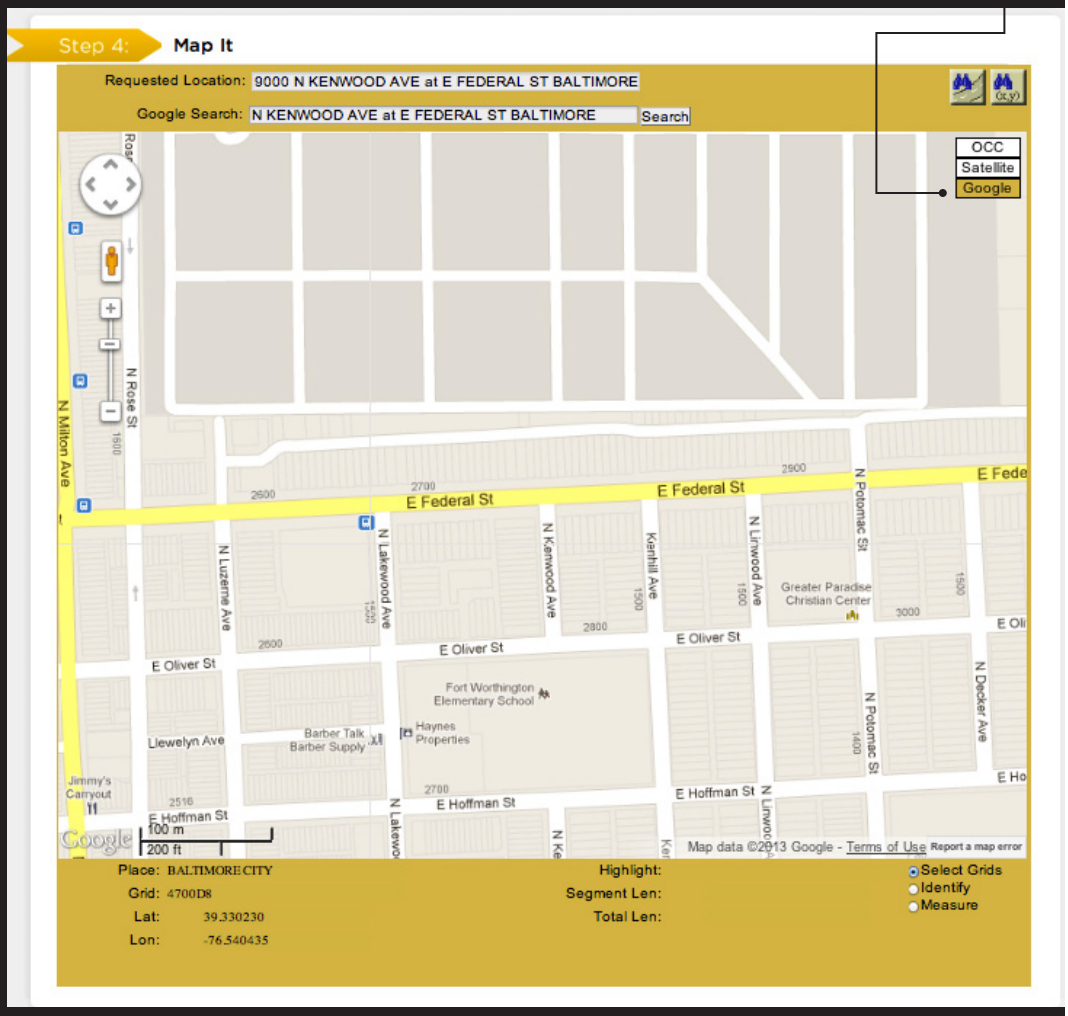



**After the location is found, you can select grids on the Google map**

Guidelines for **selecting grids on the map** on (pg 24)

**Note: If working in Maryland, you will not be able to select more than 3 grids for any single ticket. If you are working in Washington DC, you will only be able to select 1 grid per ticket.**

**MAP: Manual Google Map Search**



## STEP 4: MAP IT - Continued

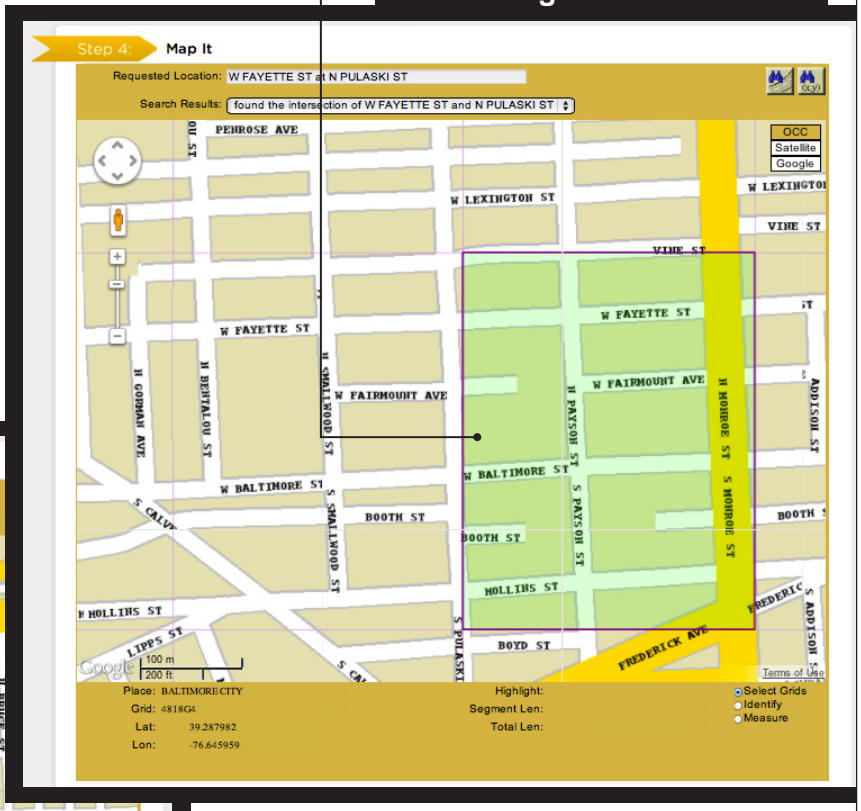
### Grids

**Selecting Grids**

To map your excavation area, you will need to select existing grids to encompass your entire worksite. First, choose the 'Select Grids' tool located in the lower right corner of the map. Then simply click on the area of your excavation. The grid you have selected will be highlighted in green. Continue to select surrounding grids until you are certain your excavation area is completely encompassed.

To "unselect" a grid, simply click on it.

**MAP: Single Grid Selected**




**MAP: Multiple Grids Selected**

**Note: If working in Maryland, you will not be able to select more than 3 grids for any single ticket. If you are working in Washington DC, you will only be able to select 1 grid per ticket.**

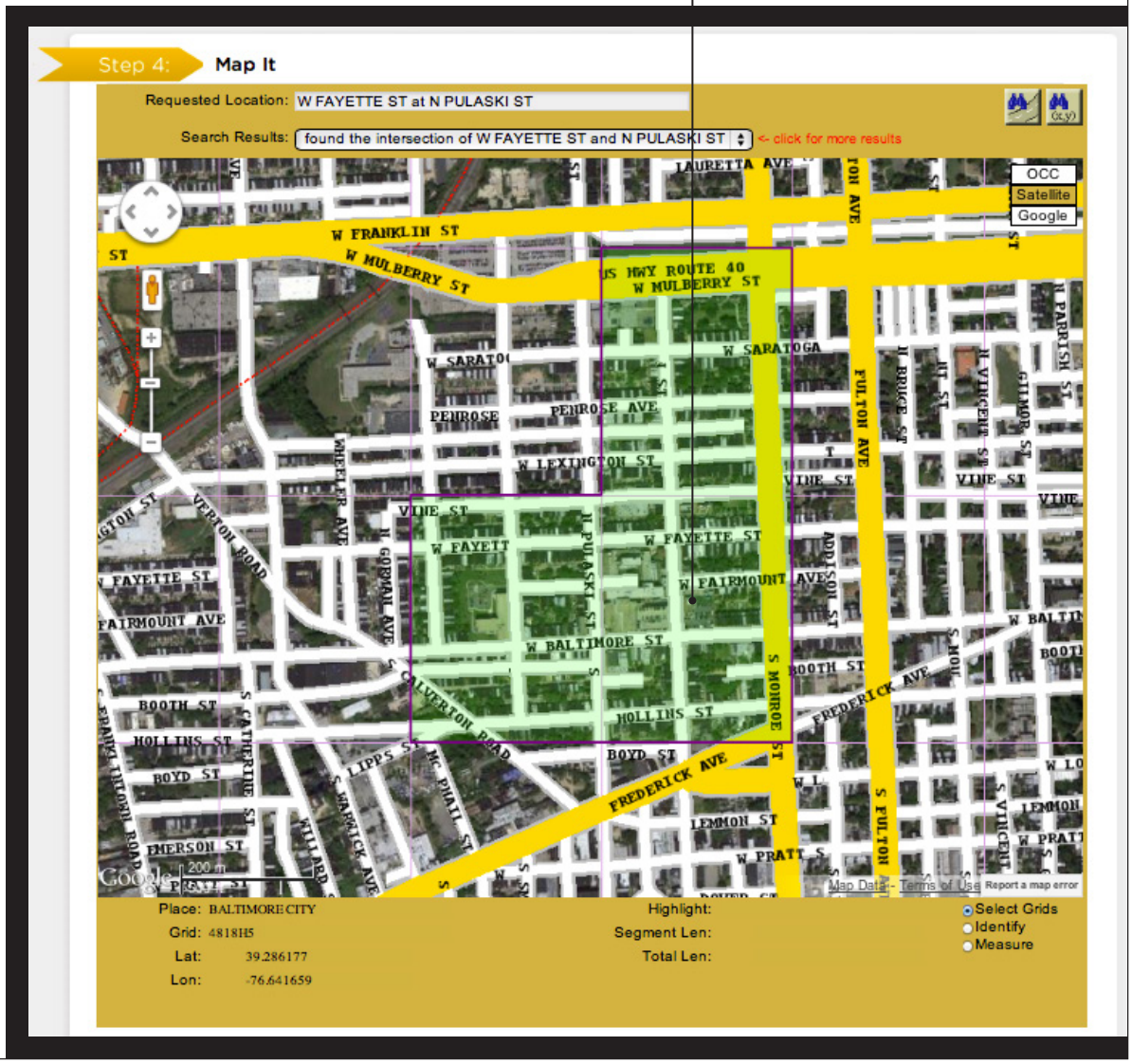
## STEP 4: MAP IT - GRIDS Continued

### Measuring to a specific point

You can use the measure function to determine distances on the map. Place the first point at the intersection, then click to make points following the road to the end point. Watch the 'Total Length' indicator at the bottom of the map. Once you have measured the appropriate distance, click "Select Grids" and select grids to encompass the entire worksite at that point. If you find that the distance measured on the map is different than the distance you have entered in the **Extent of Work**, correct the distance in the **Extent of Work.**

### Using the "Satellite" Option to Verify the Location

If you wish to see an aerial view of the site location, click on the "satellite" view button after selecting your grids on the OCC or Google map. The Satellite view can help you verify that the selected grids are large enough and have been placed in the correct location. **To make changes, simply click on the grids you have selected to 'un-select' them, and choose new grid(s).**



## STEP 5: START DATE INFORMATION

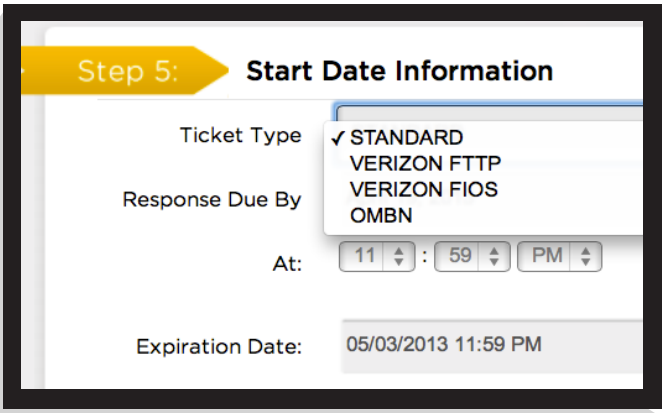
### Ticket Type

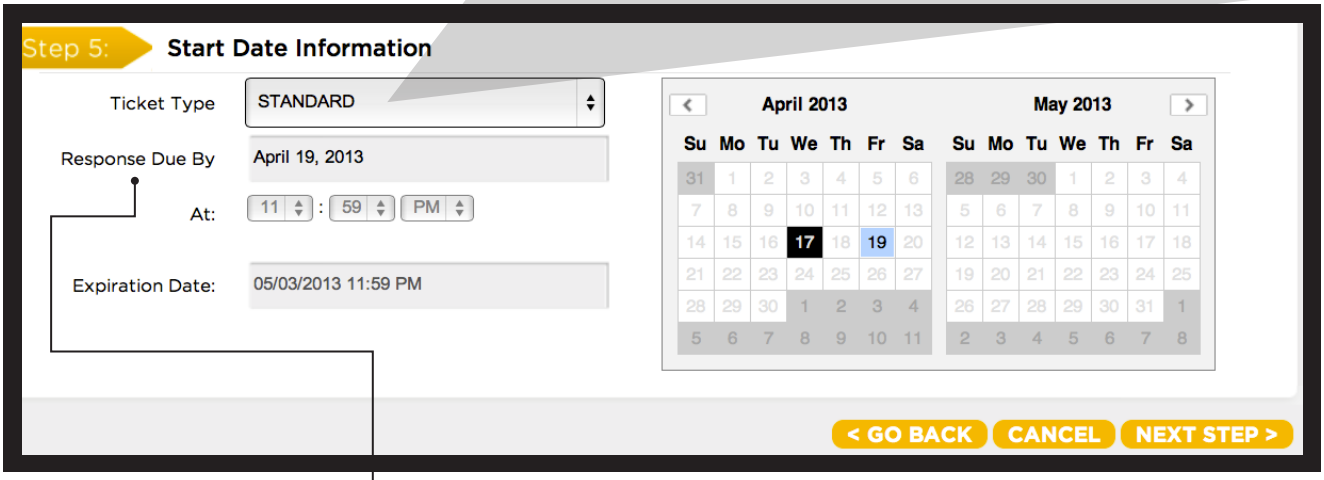
You may choose to change the type of ticket you are filing with this drop-down menu. This field will default to **STANDARD** ticket type (the ticket type for normal locate requests).

- If you are requesting a 'normal' locate request (a start date & time with the standard 48-hour notice) choose the **STANDARD** Ticket Type, then adjust the date & time accordingly (if needed).

- If your work is part of the **One Maryland Broadband Network** project, choose the **OMBN** ticket type.

- If you are installing mainline and/or service fiber for Verizon, select either the **Verizon FTTP** or **Verizon FIOS** Ticket Types. Only use this ticket type if you are an employee of Verizon (or an affiliated contractor).




### Work to Begin Date

These fields will default to the minimum start date and time required by state law on Standard tickets.

**In Maryland:**
The earliest available work to begin time will be 2 business days from the date the ticket was filed, at 11:59 pm.

**In Washington DC:**
The earliest work to begin time will be 48 business hours from the date and time the ticket was filed.

Once you are satisfied that the polygon encompasses the entire excavation area and you have selected a start date/time, click "Next Step".

FYI

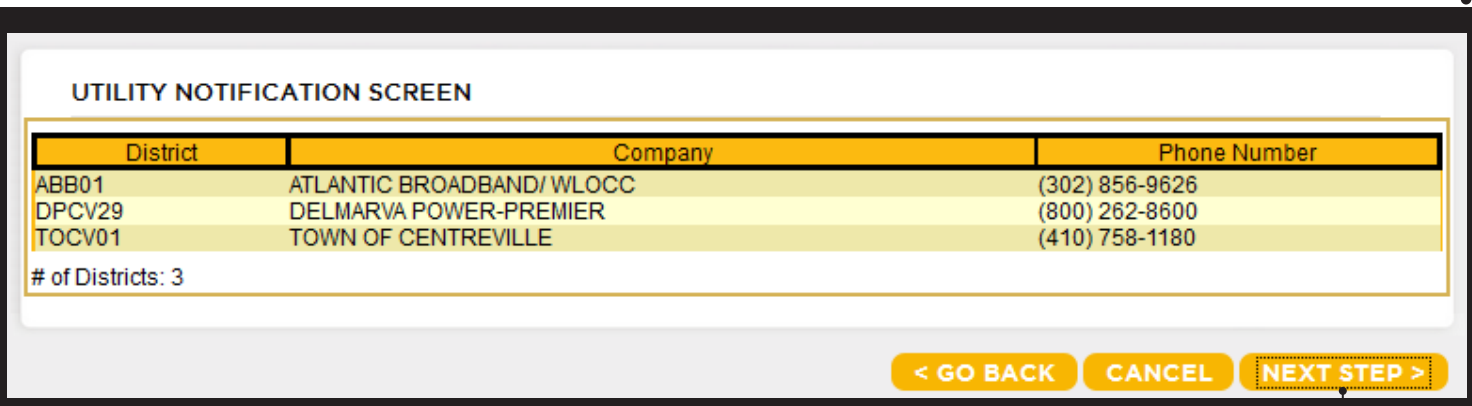
Tickets sent to review after 5pm EST Monday - Friday and all tickets received on weekends and holidays will be processed as though it was received on the following business day.

## UTILITY NOTIFICATION LIST / SUBMITTING YOUR LOCATE REQUEST

After clicking "**Next Step**" you will be presented with the **Utility Notification screen**.

**The list of utilities notified is based on the location where the mapping grids were selected. If there are any utilities in the area that are not listed on the ticket, you MUST notify them directly.**

Submit, cancel, or suspend the ticket by choosing one of the options a the bottom of the page.
If you choose "**Cancel**", the ticket will **NOT** be submitted and you will be returned to the **ITIC main menu**.
Clicking "**Go Back**" will return you to the location information and map page of the request.



UTILITY NOTIFICATION SCREEN

| District | Company | Phone Number |
|---|---|---|
| ABB01 | ATLANTIC BROADBAND/ WLOCC | (302) 856-9626 |
| DPCV29 | DELMARVA POWER-PREMIER | (800) 262-8600 |
| TOCV01 | TOWN OF CENTREVILLE | (410) 758-1180 |

# of Districts: 3

< GO BACK CANCEL NEXT STEP >

If you are ready to submit your ITIC locate request, click the "**Next Step**" button on the bottom of the screen.

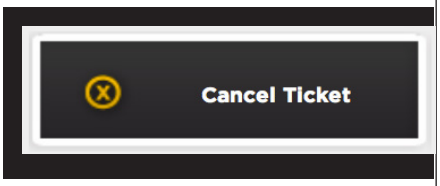
**ATTENTION:**

The call center will send you a confirmation copy of your completed locate request. Please note that it is **your responsibility** to verify that ALL information is accurate upon the receipt of a completed request. There is a link located on confirmation email. Click this link and view the map one more time to ensure the entire excavation area is included within the polygon drawn. REMEMBER: Tickets submitted to review after 5pm will be reviewed the next business day. If you find any errors, call **1 (800) 257-7777** to correct the ticket.

If a ticket you have submitted for review lacks required information or contains errors, we will send you an email. The email will contain additional instructions on how to correct your ticket.

If you do not receive a copy of the completed locate request it is your responsibility to re-submit the request. **No excavation should take place until you receive a copy of the completed locate request and ALL utilities have responded.**

## CANCEL TICKET




Use **'Cancel Ticket'** to cancel an existing ticket before the start date and time on the ticket has passed.

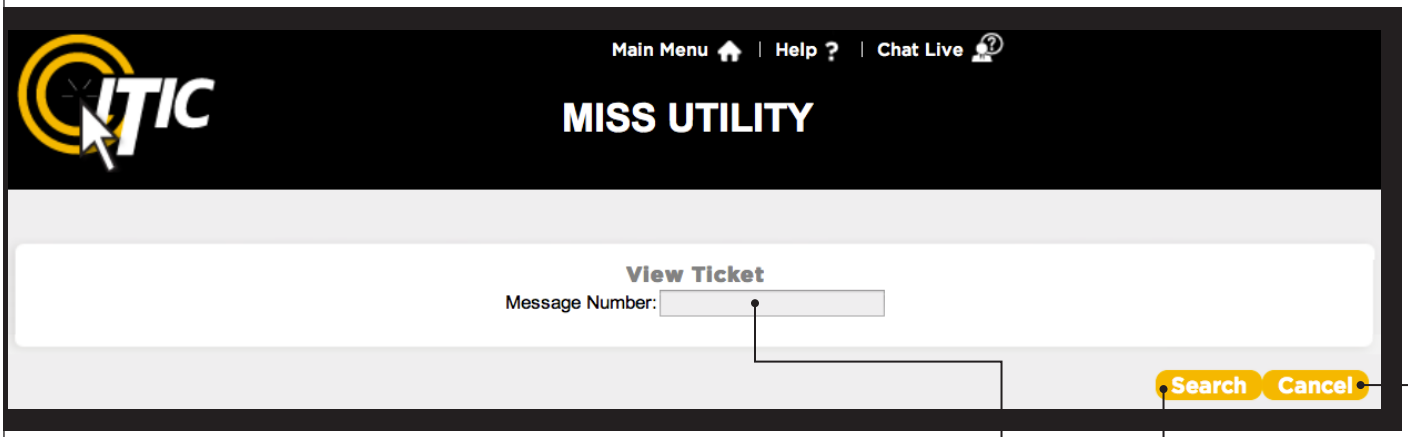
Select "**Cancel Ticket**" at the **ITIC main menu screen**, and enter the ticket number.

Verify the information on the ticket to be sure it is the ticket you wish to cancel. You must view all pages of the ticket through to the **Utility Notification Screen** (pg 27).

Click "**Next Step**" on the **Utility Notification Screen** (pg 27) to complete the cancellation request.

**NOTE: Cancellation cannot be undone. Once a ticket has been canceled, you must complete a brand new ticket with a full 2 working day notice to re-start the marking process.**

## VIEW A LOCATE REQUEST




Log into ITIC and click "**View a Locate Request**" on the **ITIC Main Menu**.

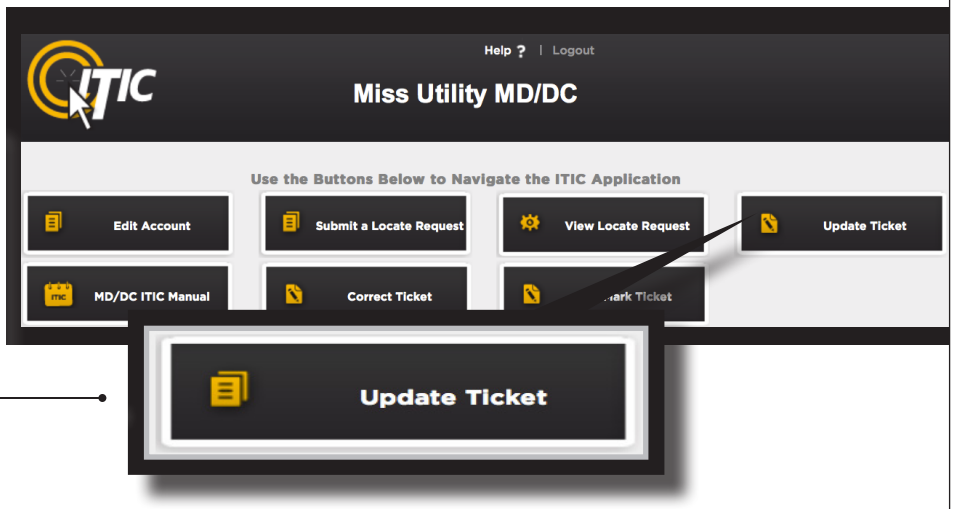
Enter the ticket number for the ticket you wish to search in the "**Message Number**" field and click the "**Search**" button.

Clicking on "**Cancel**" will take you back to the **ITIC Main Menu.**

## UPDATE TICKET

Use Update Ticket to make changes to an existing ticket.

Click **"Update Ticket"** at the ITIC main menu screen (pg 05).

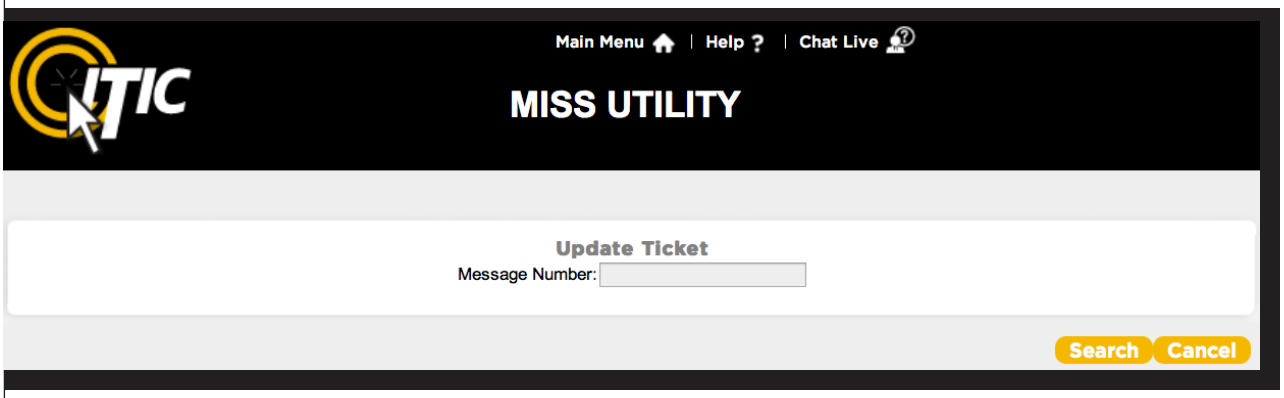



Enter the ticket number in the Message Number field, then click the Search button.

Enter the reason for the update in the Remarks field ("update per new driving directions," "update per expanded work area," etc...)

Verify all information on the ticket. Once you have completed all necessary changes, re-map the entire area of excavation.

Click "Next Step" to advance to the Utility Notification Screen (pg 27).




If another employee processed the original ticket, change the user name to your name and update the contact information if needed.

**Emergency tickets cannot be updated.**

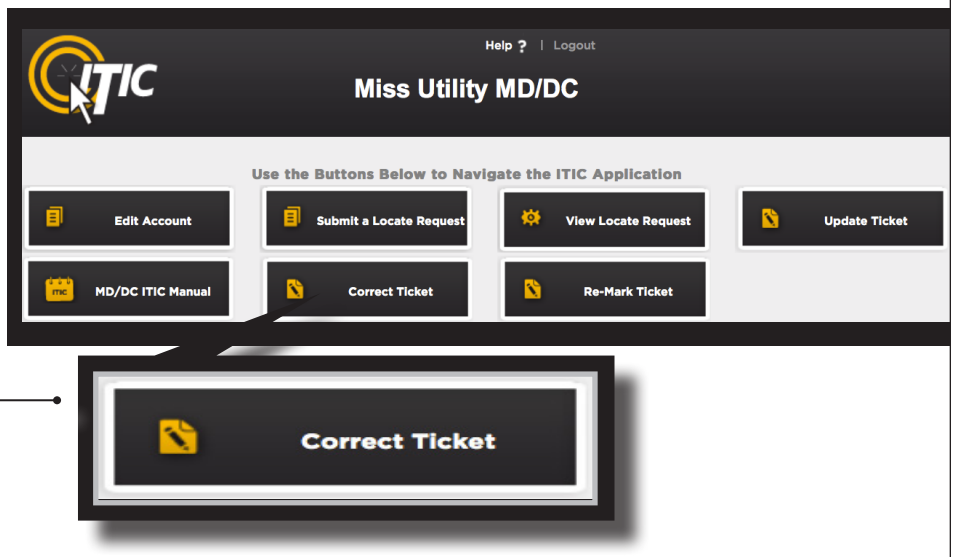
**In Maryland:**
Miss Utility tickets are valid for 12 business days after the day on which the ticket is transmitted to the owner-members. If your work will extend beyond the expiration date you must update your ticket by the 9th business day.

**In Washington DC:**
District One Call tickets are valid for 15 business days from the day the ticket is processed. The ticket must be updated by the 12th business day if work will extend beyond the 15th business day.

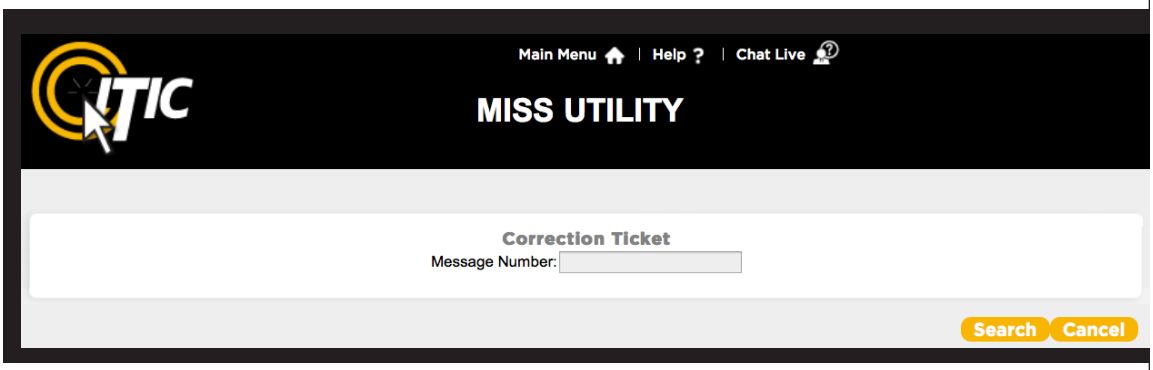
## CORRECT TICKET

Use **Correct Ticket** to make alterations to the Contact Information of a ticket, or to add notes in the Remarks field that do not affect the scope of work.

Click "**Correct Ticket**" at the **ITIC main menu screen** (pg 05). Enter the ticket number that you wish to refresh in the "Message Number" field. Click "Search" to open the ticket for a re-mark. Click "Cancel" to return to the Main Menu.




**Please note:** the **Correct Ticket** function should never be used to alter or expand marking instructions. If you need to alter the scope of your ticket, use the **Update Ticket** function (See Pg 29)



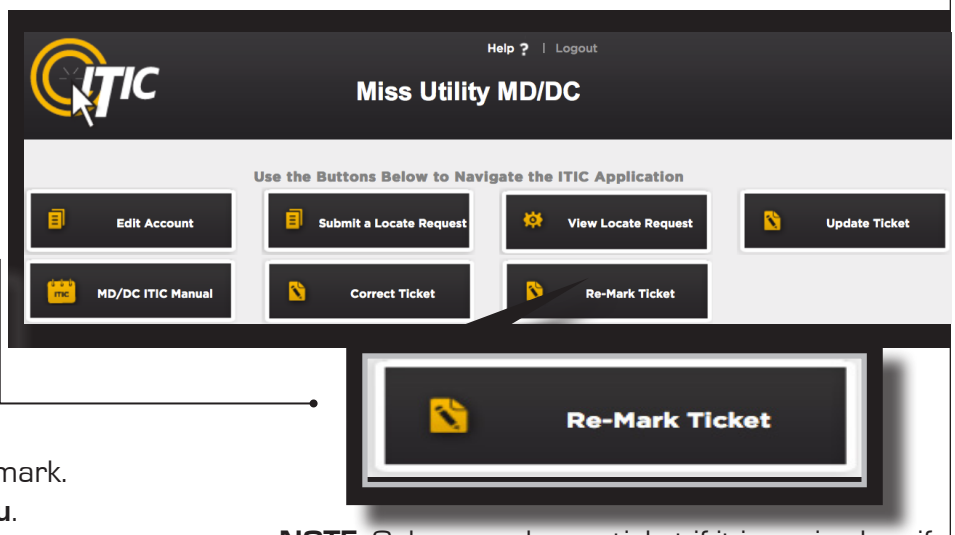

## RE-MARK TICKET

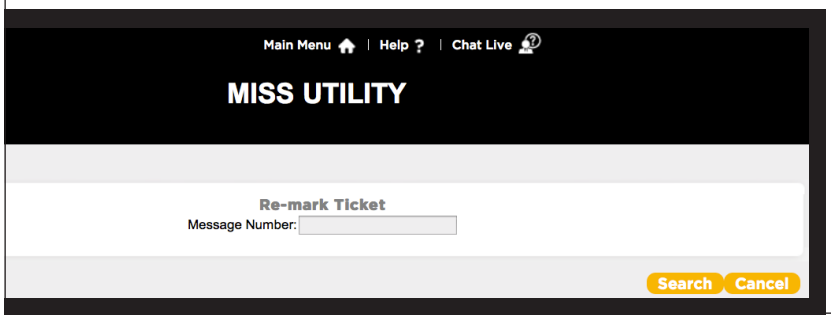
Use **Re-mark Ticket** to renew markings on an existing ticket when no changes are needed.

Click "**Re-mark Ticket**" at the **ITIC main menu screen** (pg 05).

Enter the ticket number that you wish to refresh in the "Message Number" field.

Click "Search" to open the ticket for a re-mark. Click "Cancel" to return to the **Main Menu**.




**NOTE:** Only re-mark your ticket if it is expired, or if the markings are no longer visible.

If another employee processed the original ticket, change the user name to your name and update the contact information if needed.

**Emergency tickets cannot be re-marked.**

MISS UTILITY

# APPROVED ABBREVIATION LIST

The following is a list of **approved abbreviations.** These are the only abbreviations to be used when processing a ticket. **Please spell out the complete word when time and space are available.**

Approximately – APPROX
Association – ASSOC
Avenue – AVE
Between – BTWN
Block – BLK
Boulevard – BLVD
Building – BLDG
Circle – CIR
Construction – CONST
Court – CT
Development – DEVEL
Drive – DR
East – E
Electric – ELEC
Feet – FT
Highway – HWY
House – HSE
Inground – IG
Install – INST
Intersection – INTER
Interstate – I-
Locate – LOC
Mount – MT
North – N
Parkway – PKWY
Pedestal – PED
Place – PL
Pole # – P#
Property – PROP
Railroad – R/R
Relocate – RELOC
Right of Way – R.O.W.
Road – RD
Route – RT
Service – SVC
Sewer – SWR
South – S
Square – SQ
Street – ST
Subdivision – SUBD
Terrace – TER
Trail – TR
Transformer – TRANS
Underground – UG
Utility – UTIL
Water – WTR
West – W

**NEED HELP?**

Click on the 'Chat Live' icon at the top of any page to chat with an ITIC operator while you are processing your locate requests.

**Hours:**
**Mon - Fri 8a - 5p**

MISS UTILITY

# DISTANCES and MEASUREMENTS

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| 1/10 | OF A MILE | = | 0.10 | MILE | = | 528 | FEET |
| 2/10 | OF A MILE | = | 0.20 | MILE | = | 1056 | FEET |
| 3/10 | OF A MILE | = | 0.30 | MILE | = | 1584 | FEET |
| 4/10 | OF A MILE | = | 0.40 | MILE | = | 2112 | FEET |
| 5/10 | OF A MILE | = | 0.50 | MILE | = | 2640 | FEET |
| 6/10 | OF A MILE | = | 0.60 | MILE | = | 3168 | FEET |
| 7/10 | OF A MILE | = | 0.70 | MILE | = | 3696 | FEET |
| 8/10 | OF A MILE | = | 0.80 | MILE | = | 4224 | FEET |
| 9/10 | OF A MILE | = | 0.90 | MILE | = | 4752 | FEET |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| 1/16 | OF A MILE | = | 110 | YARDS | = | 330 | FEET |
| 1/8 | OF A MILE | = | 220 | YARDS | = | 660 | FEET |
| 1/4 | OF A MILE | = | 0.25 | MILE | = | 1320 | FEET |
| 1/3 | OF A MILE | = | 0.33 | MILE | = | 1760 | FEET |
| 3/8 | OF A MILE | = | 660 | YARDS | = | 1980 | FEET |
| 1/2 | OF A MILE | = | 0.5 | MILE | = | 2640 | FEET |
| 2/3 | OF A MILE | = | 0.66 | MILE | = | 3520 | FEET |
| 3/4 | OF A MILE | = | 0.75 | MILE | = | 3960 | FEET |
| 1 | MILE | = | 1760 | YARDS | = | 5280 | FEET |

NEED
**HELP?**
Click on the 'Chat Live' icon at the top of any page to chat with an ITIC specialist while you are processing your locate requests.
**Hours:**
**Mon - Fri 8a - 5p**

## WORK OFF PROPERTY & ROADS EXAMPLE

If the work area is taking place on (or along) a map/geographical feature (creeks, railroad tracks, etc...), use the same method as work taking place on a roadway. However, **you must include driving directions to the feature**.

As always, the driving directions must start at an intersection of 2 named roads, and must include approximate **distance and direction** (from the intersection) to the work area.

### Example

The excavator is working in the creek and 10ft on both sides of the creek, for approximately 600ft. **Driving directions should be given as follows:**

"From the intersection of Swallow Falls Rd and Sines Cemetery Dr, travel east on Swallow Falls Rd approximately 400ft to the unnamed creek. Travel southeast following the creek for 1500ft. At this point, mark in creek and 10ft on both sides of creek going southeast for 600ft."

Select the appropriate grids until you are **certain** your excavation area is **completely encompassed.**

To "unselect" a grid, simply click on it